

VIEW Club

Handbook

Including Committee Position Guidelines

2022-23





To easily find information in this document we recommend using the Search function which is Ctrl + F then type in what you are looking for eg. Expenses. This word will then be highlighted throughout the document. Scroll through the document until you find the section/information you are looking for. To cease this function press the ESC button and it will return you back to the document.

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VIEW CLUBS

VIEW VISION

The Vision Statement outlines the desired future of the organisation -:

“Women creating and leading a more inclusive Australian society”

VIEW MISSION

The Mission Statement of what is to be done, where and with whom is:

As a leading voice and valued support network for women, VIEW actively raises awareness of and participates in the work of The Smith Family.

OUR GUIDING PRINCIPLES

- Inclusive and welcoming
- Diverse and respecting
- Supportive and caring
- Locally focused while nationally active
- Collaborative and future looking

VIEW PLEDGE

The Pledge reflects our values and the way we do things

I pledge to promote the interests of VIEW, to extend friendship to all and to help those in need.

The saying of the pledge at club meetings is optional.

VIEW CODE OF CONDUCT

VIEW, as a valued part of The Smith Family, endorses the following Code of Conduct as a standard of behaviour which is adopted by each member and Office Bearer at Club, Zone, Area and National levels.

The Code of Conduct should be read at the Club Election/Annual General Meeting as a reminder.

VIEW members are expected to:

- Demonstrate flexibility and willingness to be welcoming and openly friendly to new and visiting members
- Members must at all times behave in a manner that enhances the reputation and public understanding of VIEW and The Smith Family
- Demonstrate support to The Smith Family through engagement in volunteering and/or fundraising activities
- Support the fun and friendship purpose of VIEW – demonstrating courtesy and avoiding rude and aggressive behaviour
- Support the elected members on the Club committee or other form of Club governing structure.

VIEW Club members should also:

- Agree to abide by the VIEW Charter, Club Handbook (regularly updated) and all other organisation guidelines
- Always conduct activities within the law
- Demonstrate loyalty by following majority decisions
- Perform their official duties with care and diligence and agree to act in a fair and unbiased manner.
- Not disclose restricted information without authority other than for official purposes in the performance of their duties.
- Not use VIEW to seek or obtain any financial advantage for herself or any other person or organisation other than The Smith Family.

VIEW'S KEY MESSAGES

WHAT IS VIEW?

Elevator statement e.g. short, concise statement	<p>VIEW is a national women's organisation with 14,000+ members in close to 300 communities exclusively supporting education charity The Smith Family. Members sponsor students, volunteer, fundraise and advocate to improve the life outcomes of disadvantaged Australian children and young people.</p> <p>Through its supportive network, VIEW women build lasting friendships, empowered and connected by the common purpose to support The Smith Family and make a difference to Australian children in need.</p> <p>OR</p> <p>VIEW is a women's volunteer organisation with 14,000+ members across Australia exclusively supporting The Smith Family's work to improve educational outcomes for disadvantaged Australian children and young people.</p>
Support and friendship through a common purpose	<p>Through its supportive network, VIEW women build lasting friendships, empowered and connected by the common purpose to support The Smith Family and make a difference to disadvantaged Australian children and young people.</p>
Sponsoring students	<p>VIEW is The Smith Family's largest community sponsor of <i>Learning for Life</i> students. VIEW supports the educational outcomes of more than 1480 disadvantaged children and young people through its connection with The Smith Family, VIEW is proud to enable better futures for young Australians.</p>
Volunteering	<p>VIEW members dedicate more than 70,000 volunteer hours each year to The Smith Family. They generously give their time to:</p> <ul style="list-style-type: none">• read to children in schools• help at The Smith Family's after school Learning Clubs• mentor students; and• use their craft skills to make school resources for students in need.
Fundraising	<p>Community and national activities organised by VIEW Clubs raise vital funds for The Smith Family, contributing more than \$1 million every year to the charity's programs for young people in need.</p>
Advocating	<p>VIEW raises awareness about and advocates for disadvantaged Australian children. The collective power of the organisation's 14,000+ strong national voice helps more Australians to learn about The Smith Family's work.</p>

For the recent "VIEW Key Messages" please visit our Resources page on <http://view.org.au/resources/organisational-information/>.

Further Background

VIEW was formed in 1960 by The Smith Family as a service to women and the community.

VIEW has a specific direction and purpose which is aligned to The Smith Family and focuses on helping disadvantaged Australian children transform their lives through education.

The work of VIEW women in local communities aligns with and strengthens the impact of The Smith Family's *Learning for Life* programs for children and families in need.

Membership of VIEW is suited to all women interested in meeting regularly, establishing lasting friendships and contributing to the community. Membership benefits include the satisfaction which comes through providing support to disadvantaged Australian children, helping them make the most of their education.

A priority for VIEW is to effect positive change within the Australian community by helping disadvantaged children succeed at school, which will have a lasting impact on their lives and potential for generations to

come.

VIEW LEADERSHIP

VIEW NATIONAL MANAGER

The VIEW National Manager is appointed to this position by The Smith Family to manage VIEW Clubs of Australia in consultation with VIEW National Executive and National Council.

VIEW Clubs of Australia is subject to approval and amendment by The Board of The Smith Family which authorises the National Council to maintain a set of guidelines and to manage the affairs of VIEW Clubs of Australia in a manner consistent with the Vision, Mission, Belief and Values of The Smith Family.

NATIONAL COUNCIL

National Council consists of three National Executive members (National President and two National Vice Presidents), and twenty National Councillors, each of whom is responsible for a specific VIEW Area.

Together with the National Manager, the National Council is the body which is responsible for decision making, growth and wellbeing of the organisation. They meet (face to face/Zoom) at least 3 times a year to develop VIEW policies, consider matters of National and/or Club importance, facilitate communication and provide learning opportunities for National Councillors.

Each Executive member and National Councillor serves a fixed term of two years. Elections are held every two years and are completed by July, with the successful candidates announced in September.

National Executive

Mid-year in the second year of the National Councillors' term of office, nominations are called from eligible National Councillors to form the National Executive for the following two years.

National Councillor

National Councillors assume office from 1 January and serve for two years until 31 December.

Eligibility and procedures for National Councillor Elections and Ballot are available in the Councillor Handbook.

Advisor

In Areas where there is no National and/or Zone Councillor Past Senior Officers have been invited to take on an Advisor role in the Area to assist Clubs. It is anticipated that the Advisor will seek potential candidates for the National and/or Zone Councillor roles.

Zone Councillor

Zone Councillors assume office from 1 January and serve two years until 31 December. Elections are held every two years and are completed by September.

To qualify for nomination, candidates should have completed a 2-year term on the Club Committee or commenced office as Zone Councillor during 2021.

Zone Councillors must be a member of a club in the zone they are nominating for or willing to join a club in that zone.

Elected Zone Councillors must not hold a position on club committees.

PROCEDURES FOR ZONE COUNCILLOR ELECTIONS AND BALLOT

If only one (1) nomination is received for each Zone Councillor vacancy, the person nominated is taken to be elected with approval of National Council.

If there are two (2) or more nominations for a Zone Councillor in a particular Zone, a ballot of Club committee members eligible to vote as set out below must be conducted by National Office.

Clubs are responsible for returning five (5) individual Club committee member votes, each in separately sealed envelopes, to National Office by the nominated date otherwise the election will be declared null and void and re-conducted. The five (5) votes are to include Club President, Club Vice President, Club Delegate, Club Secretary and Club Treasurer or a nominated Committee member. If a Club is operating under the Alternative Club Structure up to 5 office bearers may vote.

If any Club committee member is unable or unwilling to vote in a postal ballot to elect a new Zone Councillor, she (or in her absence) the Club committee, may appoint another committee member to vote on her behalf provided that committee member has not registered a vote in another capacity.

The votes are counted in a discreet place at National Office and scrutinised by one (1) person independent of VIEW who will assist with the counting. All Zone Councillor ballot sheets are to be destroyed by National Office within twelve (12) months of the election.

National Office will receive a signed confidential statement from the scrutineer declaring the result(s) and that the counting of the votes has been conducted in a fair and proper manner.

In the case of a tied result for a Zone Councillor position, National Office will advise the relevant Clubs and their committee of the tied result and immediately re-conduct the ballot for only those candidates tied in the election in order to get a conclusive outcome.

If the re-conducted ballot does not provide a definite outcome, the National Councillor will make a casting vote.

Name(s) of the successful candidate(s) is/are ratified by National Council, announced to the candidate(s) by the National President or her nominee and advised to the membership through the National Council Minutes.

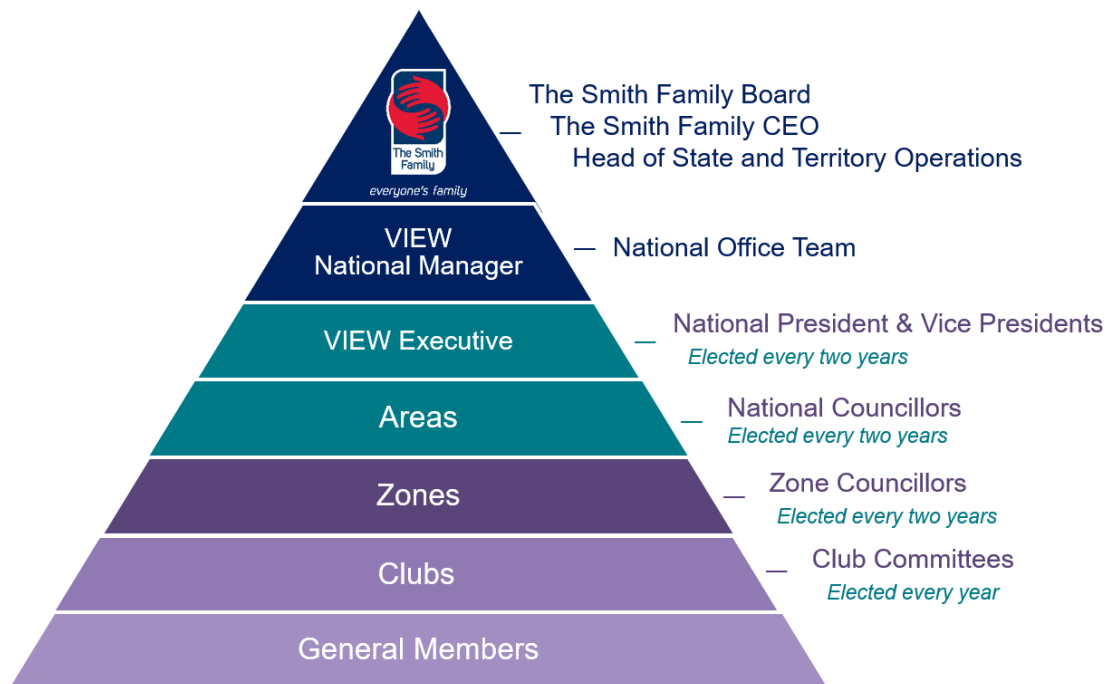
Candidates will receive a letter from National Office advising of the election result.

The National President or her nominee will induct incoming Zone Councillors.

The outcome of an election for a Zone Councillor becomes null and void if correct procedures are not followed and a new election will be held.

REPORTING LINES OF VIEW

NATIONAL COUNCIL - THE LEADERSHIP TEAM OF VIEW



THE SMITH FAMILY

THE SMITH FAMILY CONTACT DETAILS

Supporter Care Team (SCT) 1-800-633-622

Email: sponsorship@thesmithfamily.com.au

Website: thesmithfamily.com.au/

My Smith Family Portal: thesmithfamily.com.au/login

Postal Address: GPO Box 10500, Sydney NSW 2001

For individual Smith Family offices please visit thesmithfamily.com.au/about-us/contact

THE SMITH FAMILY'S VISION

A better future for young Australians in need.

THE SMITH FAMILY'S MISSION

To create opportunities for young Australians in need by providing long-term support for their participation in education.

THE SMITH FAMILY'S BELIEF

Every child deserves a chance.

THE SMITH FAMILY'S VALUES

RESPECT: We are caring

INTEGRITY: We are ethical

COLLABORATION: We work together

EXCELLENCE: We strive for quality

INNOVATION: We are dynamic

VIEW CLUBS OF AUSTRALIA

VIEW, as a valued part of The Smith Family, supports the Vision, Mission, Belief and Values of The Smith Family.

VIEW leaders work in collaboration with the VIEW National Manager.

VIEW leaders work together with The Smith Family and their Community Partners.

VIEW members share their time and talents within their local communities.

THE USE OF THE NAME OF VIEW OR THE SMITH FAMILY

The Smith Family and VIEW are respected organisations that value their reputation and their brands. Under no circumstances can a VIEW member agree to associate either The Smith Family or VIEW with any commercial or personal venture without consulting the National Manager. For example, an offer of 10% donation to The Smith Family or VIEW may look tempting, but may adversely affect the relationship that The Smith Family already has with the organisation, or it may 'cannibalise' future funding opportunities.

USING VIEW AND THE SMITH FAMILY LOGOS

VIEW members must adhere to strict usage guidelines. The Smith Family and VIEW are registered names, each with a registered logo, which is the property of The Smith Family. Approval must be gained from the Marketing and Communications Manager via VIEW National Manager prior to using The Smith Family logo. Guidance must be sought from National Office prior to using the VIEW logo.

Please contact National Office to obtain VIEW logo files.

For more details on appropriate VIEW logo usage please refer to "[VIEW Member's Identity Style Guide](#)" available at view.org.au/resources/organisational-information/

USING THE NAME OF THE SMITH FAMILY

The Smith Family always has a capitalised "T", "S" and "F". Upper or lower case may be used for the entire name e.g. THE SMITH FAMILY or The Smith Family.

Learning for Life should always be italicised (not written Learning for Life) e.g. write as *Learning for Life* program, where program is the correct spelling (not spelt programme).



Using the name of VIEW

VIEW is an acronym that stands for Voice, Interests and Education of Women.

"Interests" is always pluralised (not "Interest").

Note the title is "of" women (not "for" women).

VIEW Clubs of Australia or VIEW is always in capitals (not "View").

There are no full stops in VIEW, (not "V.I.E.W").

VIEW and The Smith Family - a close relationship

VIEW is a leading women's volunteer organisation and support network that empowers women to have their voices heard on issues of importance for the future wellbeing of Australian society.

As a valued part of The Smith Family, VIEW members contribute significant fundraising initiatives and volunteering support to help disadvantaged children transform their lives through education.

VIEW is proud to be The Smith Family's largest community sponsor of *Learning for Life* students.

THE SMITH FAMILY GENERAL MESSAGING

- The Smith Family is a children's education charity established in 1922 and working in 90 communities throughout Australia.
- In the last year our work reached more than 220,508 children, young people, parents, carers and community professionals in 90 communities across Australia.
- The Smith Family steps into a child's life while they are still at school, to help them get the most from their time there. By investing in a child's education, we can break a cycle of disadvantage.
- Investing in the education of a child today has long-term benefits for them, their families and the communities they live in. Supporting a child to participate fully in their education opens their mind to a world of opportunity and positive change. Helping them to succeed at school has a lasting impact on their lives and potentially the generations to come.
- The Smith Family provides Australian children in need with tools and support to thrive at school. This help extends to the child's family and community with wrap-around support essential to breaking the cycle. Helping a child to do well in their journey through school brings a lifetime reward for them and their family. Investing in a child's education today will have a long-term impact that empowers them into their working life.
- For 1 in 6 children and young people living in poverty across Australia*, it can limit their choices, opportunities and outcomes in life. These children need extra support to stay at school, do well and go on to further studies or a job. Investing in their education delivers long-term positive benefits for them, their family and potentially generations to come. This focused support is a powerful way to help them overcome the effects of disadvantage.
- We work with children, their families, and in their communities to offer what is right for each individual child, because each child's circumstances are unique. Our programs reach disadvantaged children in 90 communities across all states and territories.

*Source: *Poverty in Australia, 2020, ACOSS/UNSW Overview Report*. **<https://www.thesmithfamily.com.au/about-us/finances>

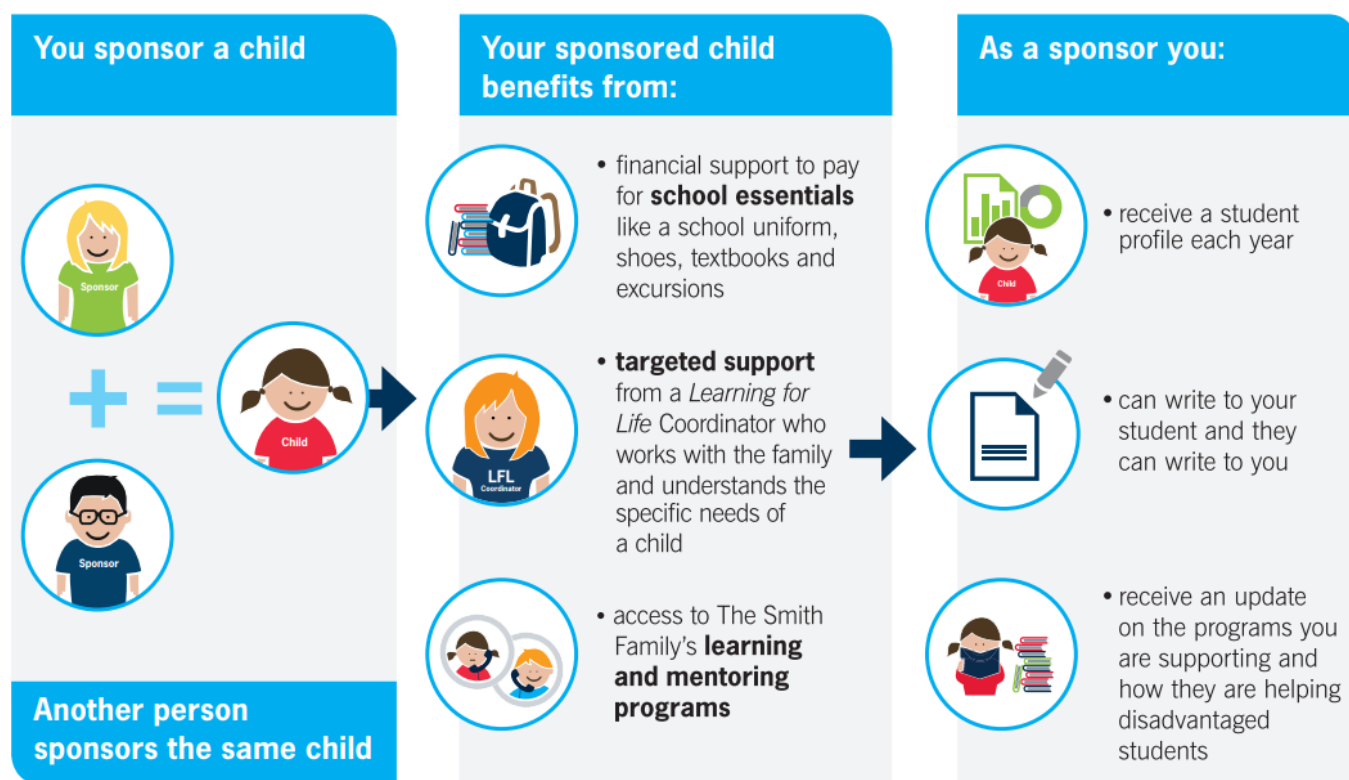
LEARNING FOR LIFE MESSAGING

- *Learning for Life* supports young people in need all the way through their education, from primary school to senior school and on to tertiary studies if they choose. This holistic, long term support gives children and young people the assistance they need to develop vital life skills, stay engaged in their education and have the best chance to create a better future for themselves.
- *Learning for Life* programs also support families to provide the crucial nurturing relationships and supportive learning environments that children need. Parents can access education opportunities themselves to help them develop and build their own skills and abilities.
- *Learning for Life* support is provided in three main ways – families receive financial assistance to help them afford the cost of their children's essential education items; children are teamed up with a Family Partnerships Coordinator who links them and their families to local learning opportunities; and these Coordinators connect students with learning programs and mentoring so they can get more out

of their education.

- *Learning for Life* is informed by research and made possible through The Smith Family's network of strong partnerships with other organisations and individuals.

How Sponsorship works



Learning for Life Entry Criteria for Families:

This information is to be used when explaining the *Learning for Life* eligibility criteria for families

Before a parent/guardian enters into the partnership with The Smith Family to receive a *Learning for Life* scholarship, the following basic entry criteria is applied:

- live in a community where The Smith Family has a presence
- possess a Health Care Card or Pension Concession Card
- demonstrate a commitment to education (i.e. children must attend school regularly)
- be referred by a community organisation such as a school

To remain on the *Learning for Life* sponsorship program, The Smith Family requires from the families:

- show a commitment to their child's education by ensuring children attend school
- complete a student profile each year
- provide a copy of end of year school reports
- keep receipts of educational expenses and be able to show these as requested
- participate in a partnership renewal every three years

For students undertaking a University or VTE (Vocation Training and Education) course the eligibility criteria is similar; students must also have been on the *Learning for Life* program at secondary school.

How students are recruited onto *Learning for Life*

When The Smith Family has education scholarship funds available, the Family Partnerships Coordinator advises schools and other community organisations that there is a vacancy on the *Learning for Life* program. These organisations refer families whom they think may be suitable and interested. Family Partnerships Coordinators may also recruit students who are already participating in other programs offered by The Smith Family. The Family Partnerships Coordinator then conducts an interview with the family, explains the program and asks the parent to sign a Partnership Agreement. This document formalises the rights and responsibilities of the student's family as well as The Smith Family regarding entry and ongoing participation in the program.

The **Family Partnerships Coordinator** is dedicated to supporting families with scholarships, school attendance and participation in programs.

The **Program Coordinator** is dedicated to managing The Smith Family school programs and strengthening its relationships with partner schools and external community partners such as VIEW Clubs. (Examples of school programs include *Student2Student*, Learning Clubs and *iTrack*.)

SPONSORSHIP

Learning for Life Sponsorships

Learning for Life student sponsorships provide financial support to individual participants who are eligible for the program, from Primary school to Tertiary level.

Many VIEW Clubs sponsor one or more children on the *Learning for Life* program. Sponsorship of a student can take place over a period of one year or more. If a situation arises that prevents a Club from continuing their sponsorship, rest assured that the child will continue on the program with another sponsor.

Clubs can commence sponsoring a student at any time. The renewal date for payment is usually governed by the date the sponsorship commenced e.g. if a sponsorship commenced in April 2021 and the frequency of payment is yearly, the renewal date is April 2022. However, Clubs may prefer to change the renewal date to suit their budget planning or pay for all students at the same time; please contact the Supporter Care Team on 1800 633 622 to change renewal dates.

All Club *Learning for Life* sponsorship enquiries should be directed to the Supporter Care Team by calling 1800 633 622 or emailing sponsorship@thesmithfamily.com.au. This dedicated team has all sponsorship information at hand and can answer all relevant questions promptly.

A VIEW Club and its members can get to know their sponsored student/s in a number of ways. Each year you will receive a Student Profile about the student/s you are sponsoring which provides limited personal information about the student - such as their first name, age, subject choices and hobbies. In the interests of protecting the student's privacy, the student's surname or photograph is not available. The Smith Family will also send you a six-monthly newsletter "*Real People, Real Stories*". Costs of these mailings are met from other funding.

Clubs are encouraged to call for a volunteer member to correspond with their *LFL* student/s and report to members on any correspondence between the student/s and the Club. We encourage Clubs to correspond with their students via *My Smith Family Portal*. For more information see the section below. (p. [12](#))

Communicating with your student

Writing to your sponsored student can be a very rewarding part of your sponsorship journey.

Every year, you'll receive a hand-written student profile from your sponsored student, who will share with you more about their family, their interests and favourite subjects at school. We also send cards and reminders to encourage you to correspond with your student at other times throughout the year. Students often tell us that hearing from their sponsors gives them added inspiration and motivation to succeed.

We do understand and respect that you may not wish to write to your student. Choosing to correspond with your student is entirely optional.



LEARNING FOR LIFE STUDENTS – IMPORTANT INFORMATION

Child Protection

The Smith Family is a child safe organisation, committed to always acting in the best interests of children, providing safe environments and acting to protect them and other vulnerable people from abuse and neglect. For more information, visit our website at thesmithfamily.com.au/child-protection.

Privacy and Safety

All correspondence between students and sponsors is reviewed by The Smith Family before we forward it on. This is to ensure that your privacy and your student’s privacy is maintained at all times. The Smith Family will always act in the best interest of students and will only forward correspondence between sponsors and students which complies with our correspondence guidelines. The Smith Family will exercise complete discretion when dealing with any correspondence which does not satisfy guidelines and reserve the right not to share any correspondence which is found to be inappropriate.

WHAT YOU CAN INCLUDE

As you’ll appreciate, we need to protect the privacy and safety of our students and our sponsors.

We cannot pass on any information that can identify you or your student.

Sponsors will be provided with their student’s first name, the State in which they live, their gender, age and birth month. To ensure privacy and security, you should follow the guidelines table (shown right) when communicating with your student:

When communicating with students VIEW Clubs are asked to sign off with “from your VIEW friends” not “from XXX VIEW Club”.

HEARING FROM YOUR STUDENT

While our students and their families appreciate hearing from you, please remember that due to a range of extenuating circumstances, they may not always be able to respond. Some students may feel embarrassed about their circumstances or inadequate writing skills, they may not know how to respond appropriately or may have a disability. Parents may also struggle to communicate with you as they may be juggling many demands such as working multiple jobs to make ends meet or caring for an ill or disabled family member. Some students, particularly younger students, may not fully understand the concept of sponsorship.

OK to include	Cannot be included
First name	Surname/last name/distinctive or unique first name (you can use a nickname)
Age	Date of Birth
Occupation	Place of work, business or company name
Hobbies and Interests	Address, town, suburb, email address, phone number of any social media details
Education	Place of study or name of school
Photos of your pets	Photos of people
Gift cards, vouchers or lightweight gifts	Food (such as chocolates), fragile or heavy items
Separate wrapping paper	Pre-wrapped gifts (as we will need to unwrap them)

Parents often want to protect their children from the worry of financial stress and in some cases, students don't fully become aware of having a sponsor until their senior years of schooling. Please don't take this as a lack of appreciation on their part. We know that hearing from their sponsor can be very encouraging for our students.

Q. Why can't we share photos with our students?

A: The Smith Family is a child safe organisation, the protection of the children and families we support is a very important priority for us. This includes protecting their identity as well as yours. We comply with the law in each state and territory and comply with the National Principles for child safe organisations to ensure we always act to protect children. For more information on our commitment to Child Protection visit our website at thesmithfamily.com.au/child-protection.

Q: Our club would prefer to sponsor a student in our area

A: Clubs are able to request the State and gender of their new student, and where possible The Smith Family aims to meet that request, dependent upon availability of students at the time of the request.

Q: What are the guidelines for giving our student a gift?

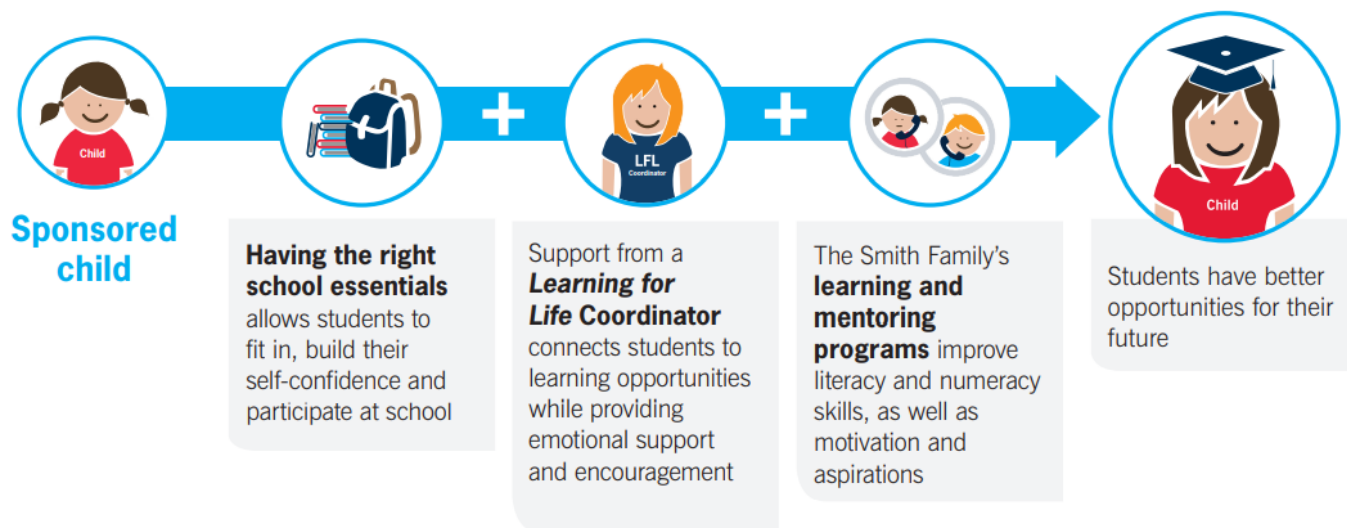
A: Gift vouchers are the preferred gift for children, to the value of up to \$100 per year (e.g. birthday, Christmas or educational milestones). Book vouchers from available stores are the preferred voucher type. The gift giving to students is optional.

If you are unsure of the stores in your student's area, please contact Supporter Care preferably by email sponsorship@thesmithfamily.com.au or phone 1800 633 622 and they will forward you the list of available stores in that location.

Any Christmas gift vouchers for students are to be sent to the National Office during October for forwarding to students in time for Christmas.

Due to restrictions associated with food handling legislation as well as the potential of allergies, gifts of biscuits, chocolates or any other food are not allowed and will not be passed on to students.

HOW YOUR SPONSORSHIP HELPS



My Smith Family portal

The fastest, most cost effective and time efficient method for Clubs to correspond with their *LfL* students is via The Smith Family Portal.

The *My Smith Family* portal, allows existing sponsors and donors including VIEW Clubs to login to the website via desktop, tablet or mobile in order to view and manage their *Learning for Life* sponsorship support of The Smith Family. The *My Smith Family* portal allows Clubs to view online, download and print tax receipts, view history of support, update Club contact details and access payment information – all in one place. VIEW Clubs and sponsors can also write to their students and view their student's profile online.

Whether you use the *My Smith Family* portal or not your Club will still receive your regular scheduled

information from The Smith Family. The *My Smith Family* portal allows easy access to information about your sponsorship/s and student/s and may alleviate some of the delays experienced with phone/email correspondence with the Supporter Care Team.

For support refer to the *My Smith Family* Portal guides (view.org.au/resources/organisational-information/) or contact The Smith Family Supporter Care Team 1800 633 622 or supportercare@thesmithfamily.com.au.

POLICY AND LEGISLATION

LEGAL MATTERS

PRIVACY

The Smith Family supports and is bound by the Australian Privacy Principles under the Privacy Act 1988. The VIEW Clubs of Australia Privacy Policy contains information about how we collect, handle and store VIEW Club members' personal information, as well as details on how members can access or correct their information and what to do if they have a query or complaint. The VIEW privacy policy can be found on The Smith Family website at www.thesmithfamily.com.au/Privacy. The listing of all VIEW Clubs of Australia and its members is confidential and is only used by VIEW Clubs and VIEW National Office. The names and addresses on the list are private and must be dealt with only in accordance with the VIEW privacy policy.

Contact details of VIEW members

To ensure that the VIEW membership list is up to date, members need to inform National Office of any changes, especially email addresses.

A PDS List (President/Delegate/Secretary) is compiled by each Zone Councillor for her zone and distributed to her National Councillor/Advisor. National Councillors/Advisors should then distribute a compiled copy to the Executive. PDS lists are for internal use only. Copy of individual Zone PDS lists may be distributed to Club Secretaries, to assist with Zone communication. Club contact details are provided only to VIEW members and The Smith Family staff on request and where it is reasonably necessary for their functions and activities. Outdated PDS lists must be destroyed.

The VIEW Clubs of Australia membership listing belongs to The Smith Family and must not be given to any guest speaker, fundraiser, product seller, media outlet or other person. This rule is absolute, even if the intended purpose is to raise money for The Smith Family. Please refer any questions to the VIEW National Office, your National Councillor/Advisor or Executive Mentor.

Data Breach

On 22 February 2018, the Notifiable Data Breaches scheme (NDB) came into effect in Australia. The NDB scheme requires The Smith Family to notify affected individuals and the Office of the Australian Information Commissioner (OAIC) about 'notifiable/eligible data breaches'.

A data breach can be as little as a single set of personal information records!

Every VIEW member has the responsibility to protect personal information held by their club and to immediately report a Data Breach or suspected Data Breach to National Office.

For more information refer to the [VIEW Data Breach Guide](#) and/or complete [Data Breach Reporting form](#).

POLITICAL STATEMENTS

Engaging in political debate or to report a Data Breach or suspected Data Breach commentary is problematic for a registered charity or its representatives. The Smith Family holds itself out as an "independent, non-religious, non-political, not for profit organisation". To maintain registration as a charity, The Smith Family must not have a purpose of promoting or opposing a political party or a candidate for political office.

Individuals acting in their own personal capacity are not prevented from getting involved in political campaigning, political discussion or political parties. The key is to ensure that it is clear that they are not representing their charity i.e. VIEW or The Smith Family.

VIEW CLUBS OF AUSTRALIA FOOD GUIDE

To comply with government and insurer requirements, VIEW is required to demonstrate that it follows the minimum standards (as set out by Food Standards Australia) for preparing food products.

The "[Food Handling Guide](#)" document outlines the requirements for all VIEW Clubs.

Available at view.org.au/resources/organisational-information/.

CELEBRATING INTERNATIONAL WOMEN'S DAY (IWD)

International Women's Day is held on 8th March each year worldwide. From 2002, National Council agreed that VIEW, as a women's organisation, would support and celebrate this date.

- IWD is a timely opportunity to hold a local event for VIEW. It provides an opportunity for VIEW to raise its profile as a significant Australian women's organisation, engage with other women from different generations and to share its voice, as media will be shining a spotlight on women for IWD.
- VIEW Clubs around Australia join together to celebrate this day.
- IWD is a global day celebrating the economic, political and social achievements of women past and present. Each year, hundreds of events take place across the globe to celebrate women.

IWD is an excellent promotional opportunity and Clubs are encouraged to use the date to raise the profile of VIEW by inviting high profile speakers, such as local, State and Federal Members of Parliament and visitors from other women's organisations in the area. Participation can occur at Club, Zone or Area level, and is optional.

It is recommended that IWD event invitations (or a "save the date") are sent out to Clubs in November/December or very early in the year.

National/Zone Councillors and Advisors are asked to provide details of the event on the History Monitoring - International Women's Day form and return to National Office.

INSURANCE

PUBLIC LIABILITY INSURANCE

The Smith Family (which includes VIEW Clubs) maintains a Public Liability Insurance policy which protects against our legal liability to pay compensation in respect of injury and property damage as outlined below.

The Public Liability Certificate of Currency is updated in October each year and is made available to National/Zone Councillors, Advisors and Clubs as soon as received at National Office. This is an official document that can be provided to interested parties as evidence that such a policy is in place and that VIEW Clubs are a named insured party.

Policy Summary

This is a summary only. All claims are subject to the full terms, conditions and exclusions of the policy wording.

The Policy will cover The Smith Family and VIEW Clubs of Australia, including their respective employees and volunteers, against their legal liability to pay damages or compensation to a third party in respect of:

- personal injury
- property damage
- advertising injury and
- libel, slander, and/or unintentional breach of copyright

arising from an incident in connection with our business.

With some exceptions, this coverage responds to claims made by VIEW members as a third party where The Smith Family or VIEW Clubs of Australia incur a legal liability.

In most cases, the coverage will not respond to claims involving the liability of anyone other than The Smith Family and VIEW Clubs of Australia (including their respective employees and volunteers).

There is no restriction on age applied to the making of claims under this policy, but claims are subject to

the terms, conditions and exclusions of the policy wording.

PERSONAL ACCIDENT INSURANCE

The Smith Family also maintains a Personal Accident Policy for its volunteer workers while they are engaged on the business of The Smith Family and VIEW Clubs of Australia, including during direct travel to and from such activities. The policy does not carry an age limit, however reduced or restricted benefits apply from age 75 and above, and some benefits are excluded from age 95 and above. The policy provides specified benefits according to the nature of the injury sustained. Any claim is always subject to the full terms, conditions and exclusions of the policy wording.

Please note: Government legislation prevents the insurer of this policy from reimbursing any medical costs incurred that attract a Medicare rebate, in part or in full. This means that no cover is provided for the Medicare 'gap'. Where a claimant has Private Health Insurance cover and an expense is claimable, the claimant must first claim through that cover before the insurer can determine any settlement amount.

Reports and Claims

All Incidents/Accidents need to be reported on an Accident Injury Report – VIEW (available on view.org.au website) and forwarded to National Office.

If a VIEW member wishes to make a claim on one of The Smith Family's insurance policies, a detailed letter must be submitted immediately to National Office explaining the circumstances of the incident/accident. The relevant forms will then be sent to the member. All claims are subject to acceptance by the insurer.

SOURCES OF FUNDING FOR VIEW CLUBS OF AUSTRALIA

VIEW is funded by fees and contributions from Members and Clubs as determined and amended by a Special Resolution of the National Council* in consultation with The Smith Family. These fees and contributions include:

- A membership joining fee which is a set amount irrespective of when a Member joins VIEW
- An annual membership subscription applying each calendar year from January to December with no provision for pro rata payments
- An annual Club Service fee applying each financial year from 1 July to 30 June

* Special Resolution at National Council means a Resolution passed by 75% of votes of the National Council in favour of the motion as presented at a National Council meeting.

The Smith Family also contribute through the National Office for agreed operational costs.

RAFFLES - INTERNAL OR EXTERNAL – USE DIFFERENT RAFFLE TICKETS

INTERNAL RAFFLES - MOST COMMON – USE “COAT CHECK” RAFFLE TICKETS

Internal raffles are those held at Club, Zone or Gala events and should always be conducted using inexpensive "coat check" raffle tickets, available in local supermarkets or newsagencies, etc.

NOTE: VIEW Printed Raffle tickets ARE NOT to be used for internal raffles

Clubs are reminded that while VIEW printed raffle tickets are issued at no cost to Clubs, they are costly to produce and mail and are only for use when selling raffle tickets to the general public eg Bunnings BBQ, Christmas Wrapping etc – NOT at an internal VIEW event.

EXTERNAL RAFFLES – SELLING TICKETS TO GENERAL PUBLIC

Clubs holding external raffles (i.e. selling tickets to the general public) must order VIEW printed raffle tickets (free of charge) from National Office **at least one month prior to the event** by using a “Stock Order Form”. These books (50 tickets per book) have sequentially numbered tickets for easy monitoring and accountability.

All raffles must be conducted in an open and honest manner.

Raffles are well controlled by the gaming legislation of the relevant State body and VIEW is legally obliged to follow the requirements

To ensure that VIEW members abide by the regulations (and avoid any risk of inadvertent behaviour

jeopardising The Smith Family's fundraising license), please check the following points in relation to external raffles:

External Raffles Only

- An external raffle may be subject to random audit.
- A Club must apply in writing to National Office for seller's badges identifying them as legal unpaid collectors for VIEW Clubs of Australia and The Smith Family. National Office is required to keep a register of those badges issued. The badges are for use only on that particular raffle and must be destroyed at the completion of the raffle.
- External Raffle tickets (i.e. selling tickets to members of the general public) must be issued by National Office. Unsold tickets in a book must be destroyed. Full books may be retained for a future external raffle.
- Each External raffle ticket must be clearly marked with the name of the VIEW Club organising the raffle, the cost of the ticket, the prizes and the date the raffle is to be drawn.
- Discounting of tickets (e.g. 3 for the price of 2) is not permitted for external raffles.
- The draw must take place in a public area, and preferably by a person who is not a member of VIEW. For example, a local Justice of the Peace or Police Officer
- The prize winners' names must be published. In a small community this can be via the local notice board or the local newspaper.
- All sold external raffle tickets must be kept for at least 12 months set period (each State is different) so that any dispute can be addressed and any random audit of the raffle can be made.
- Restrictions on the value of prizes vary from State to State.
- Special permission has to be sought from that State's body for any "outside" raffles drawn for valuable prizes. Please discuss large raffle prizes or a large prize pool (e.g. \$500 or above) with National Office BEFORE proceeding.
- Tickets for raffles that include alcohol as part of the prize pool CANNOT be sold by or sold to anyone who is under 18 years of age.

For more information VIEW Clubs should refer to their own State raffle legislation.

GRANT FUNDING FOR PURCHASE OF CLUB EQUIPMENT OR FUNDING AN EVENT

All VIEW Clubs are encouraged, where possible, to seek/apply for community or local council grants to support events or to purchase equipment eg microphones, computers, etc or for events. The following procedure is to be followed:

1. Before submitting an application for a grant the Club must obtain approval from National Manager by sending a draft of the grant via email to view@thesmithfamily.com.au. An allowance of at least 10 working days before applications close is required.
2. As VIEW Clubs come under the auspices of The Smith Family, National Office is required to provide relevant details regarding The Smith Family. Once approval is given the Club should complete their application in the required manner and provide a final copy of the application to National Office (view@thesmithfamily.com.au).
3. Purchase of any equipment can only be funded through the specific grant. Money raised through fundraising is not to be used to cover the equipment and its use as money raised belongs to The Smith Family.
4. The equipment is the property of VIEW Clubs of Australia and depending on the value and type of the equipment it may form part of The Smith Family Asset Register. Please notify National Office of make, Serial and Model numbers. If the asset is not covered by The Smith Family insurance, it may need to be insured separately (often a requirement of the grant). The Club must have their own asset register to keep track of the equipment.

VIEW EVENTS

VIEW NATIONAL CONVENTION

National Convention is biennial event and is conducted over 3 days, Friday to Sunday. For more information about the upcoming Convention please visit <http://view.org.au/events/>

PURPOSE

- To facilitate a national gathering of members, friends and guests
- To promote friendship among VIEW members
- To provide a forum to debate resolutions
- To learn about current initiatives of both VIEW and The Smith Family
- To celebrate VIEW achievements and recognise the contribution VIEW makes to The Smith Family

All Clubs receive a VIEW National Convention Registration Pack (which includes all information about events and accommodation as well as the Registration Forms) for circulation amongst Club members.

Copies are to be made available for interested members. Alternatively, members may wish to download their own copy of the Registration Pack from the VIEW website, <http://view.org.au/events/> which carries up to date information.

RESOLUTIONS

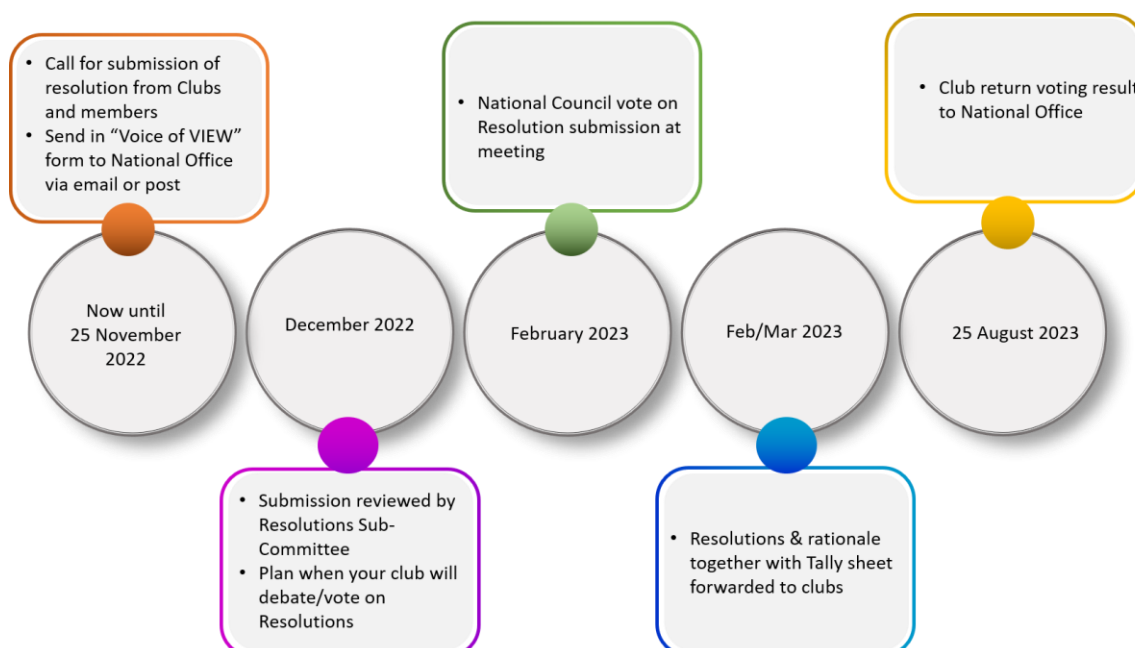
The VIEW resolution process enables us to identify issues on which we agree action should be taken and then gives us the means of making our voices heard. Resolutions are also important for profiling the VIEW organisation nationally, and for enabling women to 'use their voice' on national matters that they feel are important for the future of Australia.

The goal of any VIEW Resolution is to bring to the attention of bodies, be they government or public, matters that concern our stakeholders, the VIEW women. Resolutions and their debate are a major component of our 'Voice'.

The Process (over two years)

- Clubs and/or individual members submit issue/s on Voice of VIEW form to National Office at any time of the year but prior to 30 November for inclusion in Convention selection.
- At the February National Council meeting, National Council will select up to five motions for debate at Convention. These motions are forwarded to Clubs where members may discuss and debate the resolutions before voting either at the Club level or following the resolution debate at National Convention.

TIMELINE FOR RESOLUTIONS:



GUIDELINES FOR RESOLUTIONS

A national topic which will reflect VIEW and The Smith Family's national voice is a good place to start. However, an important State issue which is of national importance (it could be one to bring other States in line with existing State legislation will also be considered by the Resolution Sub-Committee.

Take time to consider the reasons for supporting your issue of national importance. Written details can offer solid information for Clubs to make informed decisions, conduct a search on the internet, talk to professionals, and use libraries for conducting research on the topic. Consult politicians, be they State or Federal members for additional information re current or proposed legislation.

The Resolutions should reflect the Voice of the VIEW membership.

THE DEBATE

The debate is the most important part of any Motion or Resolution.

Many VIEW Clubs hold regular debates on a variety of topics.

Debating the proposed motions in a proper manner makes for an interesting and informative VIEW function and allows everyone to have a better understanding of the topics.

It is equally important for members to present ideas and opinions that argue against the motions in order to balance the debate. This is an opportunity for members to articulate and communicate their opinions on one of the issues and ensures that all motions receive a fair and informed debate.

At National Convention any representative of a Club/Zone or the member who proposed one of the motions selected by National Council, has the opportunity to speak.

If a Club cannot attend National Convention to present their motion, a fully briefed representative can argue the case on the day. Simply reading out the motion will not present an effective argument; current information/research that adds weight to your issue is essential.

Members may register their interest to speak either before National Convention (via the National/Zone Councillor/Advisor) or on the morning of Resolution debate at National Convention. Practice is a good way to give an effective, confident argument on the day.

VOTING

Members have two options for voting on the motions.

Option 1 – Club Voting

Members not attending Resolution debate at National Convention vote in their own Club.

This is a confidential vote on an individual voting slip, with results sent to National Office.

Option 2 - Voting at Convention

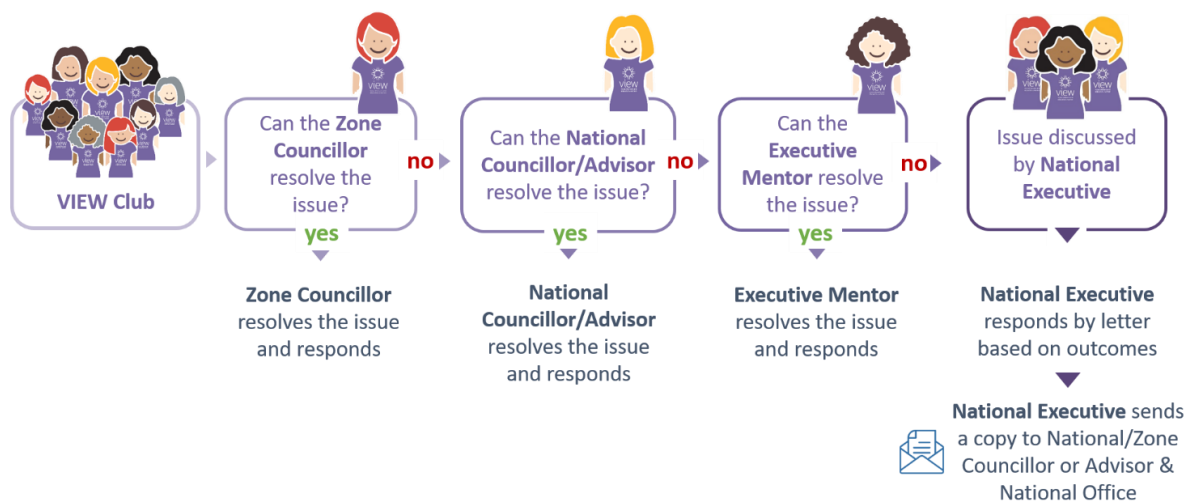
Voting at National Convention following the resolution debate is ONLY for members who have not voted at Club level.

In extraordinary circumstances such as lockdowns members will have the opportunity to vote online.

The results announced at National Convention are the total of Club and National Convention votes.

CLUB OPERATIONS

COMMUNICATION FLOWHART



COMMUNICATION - A TWO-WAY PROCESS

The Zone Councillor plays a pivotal role in the communication process within VIEW. It is crucial that information provided by the National Councillor/Advisor at her meeting with the Zone Councillors is relayed by the Zone Councillor to Club Delegates. Similarly, information provided by Clubs needs to be conveyed to the National Councillor/Advisor through the same communication channel.

This system ensures that important knowledge can be shared with Club members.

Communication is aided through Zone Councillor teleconferences/Zoom/emails/meetings.

CORRESPONDENCE

Correspondence from National Councillors/Advisors is sent through their Executive Mentor who will act on matters immediately or refer for consideration by National Council.

Correspondence dealing with matters that do not require discussion by the full National Council are actioned by the National Executive in consultation with the National Manager and/or relevant National Councillor/Advisor prior to the National Council meeting. Issues of significance or requiring National Council decision are actioned at the meeting.

VIEW VOLUNTEERING

As a VIEW member there are many opportunities to volunteer time and skills to directly help and support The Smith Family and disadvantaged Australian children and their families.

Volunteers are the backbone of The Smith Family. Without them, much of the work of The Smith Family would not be possible.

The Smith Family highly values the significant hours of volunteering that VIEW members contribute each year to support their learning and support programs.

WAYS TO VOLUNTEER:

- Reading to school children
- Listening to children read
- Assisting with student2student and iTrack programs
- Mentoring at The Smith Family after school Learning Clubs
- Assisting with student breakfasts at schools
- Making and providing library bags and reading mats
- Fundraising in the community

- Assisting with administration at Smith Family offices

For more information on ways to volunteer, visit [The Smith Family's Volunteering](https://www.thesmithfamily.com.au/get-involved/volunteer) page. [<https://www.thesmithfamily.com.au/get-involved/volunteer>]

Become a volunteer and help disadvantaged Australian children get the most out of their education and create a better future for themselves.

VIEW members, as volunteers, enjoy seeing the difference they can make by supporting disadvantaged students on their educational journey. Students appreciate the support given by volunteers and skills shared, and that others care about their future.

CERTIFICATES AND AWARDS

A variety of awards is available to Clubs and members and can be requested via email from National Office view@thesmithfamily.com.au. Please allow four weeks for processing.

CERTIFICATE OF APPRECIATION

National/Zone Councillors, Advisors and Clubs can request Certificates of Appreciation from National Office to present to members, guest speakers, etc. as they see fit. To order printed/hardcopy certificates complete and send/email a [Stock Order Form](#) to National Office. Alternatively, a digital copy is available on request. view@thesmithfamily.com.au

DECADE PINS FOR YEARS OF SERVICE

Each year National Office sends Service Pins to present to members who have reached 10, 20, 30, 40, 50 or 60 years of continuous membership.

At the beginning of the calendar year, the membership lists and a unique Service Pin order form (green in colour) is distributed direct to Clubs. This list contains the names of members who, according to National Office database, are eligible to receive their service pins. Clubs are required to check this list from their records and return, with amendments if applicable, to National Office in order to receive Service Pins.

These pins can be presented to members at a suitable function.

As per the National Council decision in October 2009, Service Pins for 10 and 20 year anniversaries attract a \$5 fee. Service pins for 30, 40, 50 and 60 year anniversaries are distributed free of charge.

In May 2012 National Council agreed that at the time of providing details of members' eligibility for service pins, an option be given for those not wishing to pay for their 10 and 20 year service pins, to instead receive an A5 recognition of service certificate at no cost. Clubs need to indicate the member's preference.

Individual Clubs cannot overturn National Council policy decisions; new or replacement pins cannot be purchased out of Club funds.

Pins are awarded based on continuous membership. In 2002, National Council agreed that it would not accept lapses in membership for any reason in respect to decade pins, as it is unfair to members with continuous years of service. Should a member be unfinancial for more than one year, she will not be eligible to claim for her previous years of service.

Replacement pins for members who have lost or damaged pins are available on the "Club – Stock Order" form for \$5 each, regardless of anniversary. Enquire as to the availability of past pin designs for members replacing pins prior to our current designs.

Any corrections or issues should be addressed by notifying National Office view@thesmithfamily.com.au.

CENTENARIAN AWARD

Any member reaching her 100th birthday is welcome to receive a signed Centenarian Certificate from the VIEW National President and VIEW National Manager. Please request and provide details to National Office (view@thesmithfamily.com.au) allowing one month's notice for preparation of the certificate.

NATIONAL PRESIDENT'S AWARD*

This Award was first presented at the VIEW Convention in 2005. The Award recognises a VIEW member(s) or VIEW Club who, in the opinion of the National President, has made a significant impact through outstanding community service, resulting in the advancement of the VIEW organisation and its members.

Criteria:

- To be awarded at Convention when a suitable candidate has been identified
- Only one winner
- Focus: National or Area
- Timeframes: service that has occurred in the past 12 -24 months
- How: delivered in a caring and respectful way
- Outstanding service for VIEW that has been considered above and beyond what is usual in an elected position
- For VIEW members/Clubs only

* Awarded at the biennial VIEW National Convention.

GEORGE FORBES AWARD*

This Award was first presented at the VIEW Convention in 2005 and honours the contribution to the advancement of Australian women by George Forbes. The Award recognises excellent service in the past 12-24 months by a VIEW member or person who has progressed VIEW nationally.

Criteria:

- To be awarded at Convention when a suitable candidate has been identified
- Only one winner
- Focus: National
- Timeframes: service that has occurred in the past 12-24 months
- How: demonstration of The Smith Family values in their actions that has been considered above and beyond what is usual in an elected position.

* Awarded at the biennial VIEW National Convention.

MAKING A DIFFERENCE AWARD

This Award recognises and acknowledges a member who is living our VIEW values/guiding principles.

On a quarterly basis, members nominated by their clubs or by individual members, will receive a letter of acknowledgement from VIEW Executive, be recognised on the VIEW website and will be added to our VIEW member honour roll at National Convention

For details on the process refer to <http://view.org.au/resources/awards-and-competitions/>

MEETINGS AND ELECTIONS

CLUB COMMITTEE MEETINGS

Some issues/topics discussed at a committee meeting may be CONFIDENTIAL. These items should not be reported outside the meeting except to the Zone and National Councillor/Advisor if considered necessary by the committee.

The monthly Club committee meeting is held 7-10 days prior to the monthly Club meeting. The President and the Secretary work together to set the agenda for each Club committee meeting. The agenda should include:

- President welcomes members and notes apologies (President)
- Minutes of the previous meeting (motion that they be accepted as a true record of the meeting, after corrections, if any) accepted and signed by President (Secretary/President)
- Business arising from the previous minutes (to ensure that all matters are carried forward from the previous meeting, these may be included as separate items on the agenda) (President)
- Information received by Secretary from National Office of upcoming events. All members need to be made aware of memorandums addressed to all members/clubs etc.
- Incoming and outgoing correspondence (Secretary) (in be received and out be endorsed)

- Report on the meeting with the Zone Councillor, including minutes from the last National Council meeting (Delegate)
- Delegate's Report (Delegate)
- Report on Club finances - monthly income and expenditure statement and any other financial matters (Treasurer)
- Forthcoming functions (Program Officer/s)
- Forthcoming guests/entertainers (Assistant Secretary)
- Media and profiling activities (Publicity Officer)
- Evaluation of the previous Club meeting and/or function
- New business
- Date, time and place of next Club committee meeting

Quorum for Club Committee Meetings

A quorum for a Club Committee Meeting shall be either 50% of the elected Club Committee Members or not less than three (3) Club Committee Members, whichever is the greater and include at least one member of the Club Executive i.e. President, Vice-President, Secretary, Treasurer or Delegate. Any acting Committee Member will constitute part of the Club Committee quorum.

COMBINED CLUB ELECTIONS AND ANNUAL GENERAL MEETING

Elections and AGM should be held at the first meeting of the year.

If Clubs choose to continue to conduct separate meetings it is incumbent upon the Club to ensure that an independent member is organised to chair each meeting.

Prior to Election Meeting

Chairing of the Club Committee elections can be carried out by a local past Senior Officer, past Club President, another local Club President, the Zone Councillor or her nominee, a local Councillor, Member of Parliament, other local dignitary. Anyone standing for a position on committee should not act as Chair.

Nomination forms are provided by National Office in August and can be photocopied if needed. The Club Secretary provides nomination forms and a list of committee positions at least two or three meetings before the elections.

Current Committee members are eligible for re-election; however, in order to retain vitality, it is preferred that they are not elected to the same position for more than 3 years in succession. They are eligible for election to another position.

All financial Club members are eligible to nominate for one or more positions prior to the election meeting.

Members may request an absentee vote on the Proxy Appointment form which is to be delivered to the Zone Councillor or her nominee in a sealed envelope in time for the election.

The election for committee positions is by secret ballot unless the position is uncontested. All members are reminded that it is their responsibility to ensure that the elected candidates represent the best interests of their Club. VIEW asks only that each office bearer does her best, and all members are encouraged to consider taking up a committee role in their Club. In order to keep the Club program relevant, vital and interesting new committee members are continually encouraged to step up to these roles. As members share the tasks amongst their fellow members, they gather confidence and skills to enable them to progress on to Zone and National Councillor roles. Experienced committee members stepping down from committee roles become important mentors of others joining the committee.

Many VIEW women in a Club are ideally suited and capable of taking office. In the event of a ballot, there are times when a member may need to hand over the reins to another. This is all part of the process of keeping a Club alive. Once a new Club committee has been elected, members must support them wholeheartedly.

CLUB COMMITTEE MEMBERS:

It is desirable that the following Club Committee Members are elected annually:

- President
- Vice President

- Delegate
- Secretary
- Assistant Secretary
- Treasurer
- Assistant Treasurer; Publicity Officer; and
- Two (2) Program Officers.

However due to the reduced size of Clubs and member numbers it is not always possible. **As a minimum the Club should have a President, Secretary, Treasurer and one (1) other (Delegate).**

In the case of a secret ballot for a Club committee election being required:

- the Zone Councillor or her nominee oversees the scrutineers counting of all votes, including postal and proxy votes
- counting is conducted by the two (2) appointed scrutineers
- counting is conducted in a discreet place
- the Zone Councillor or her nominee receives a signed statement from the scrutineers declaring the result(s) and that the counting of votes has been conducted in a fair and proper manner
- the name of each successful candidate is announced to the members by the Zone Councillor immediately each result is known and is ratified at the Club Annual General Meeting
- the Zone Councillor or her nominee halts the election meeting for the counting of votes.
In the case of a tied result for a Club committee position the Zone Councillor or her nominee advises the membership of the tied result and immediately re-conducts the ballot in order to get a conclusive outcome
- if the re-conducted ballot does not provide a definite outcome, the Zone Councillor or the person conducting the election, makes a casting vote that maintains the Status Quo.

The name of each successful candidate is included in the minutes of the Club election meeting, but the number of votes for each candidate is not announced to the meeting. The new committee takes office after the AGM.

ALTERNATIVE CLUB STRUCTURE

Each VIEW Club is unique in so many ways. To encourage flexibility, inclusiveness and to remain modern, Alternative Club Structures create opportunities for all members of a Club to participate and feel a sense of belonging and ownership. Each Club can select a model most suited to their needs for a particular year. The roles and duties carried out by members of the teams are flexible and can be adapted to suit individual Club requirements. For more information see [Appendix](#).

SHARING COMMITTEE POSITIONS

If all positions cannot be filled, a committee member can fill one other position.

The elected committee has the right to co-opt further assistance from Club members, but these members do not have the capacity to vote as a committee member.

Where two (2) positions are held concurrently only one (1) vote may be exercised in Club committee decisions.

RESTRICTIONS FROM HOLDING A CLUB COMMITTEE POSITION

A Club member must not hold a Club committee position in more than one (1) Club concurrently.

Current National Executive, National Councillors/Advisors and Zone Councillors must not hold a Club committee position during their term of office.

National Executive and National Councillors/Advisors are encouraged not to hold a Club committee position in the first year after completion of their term of office.

Paid employees of The Smith Family are able to join VIEW Clubs however, are not eligible to be Club committee members.

Agenda for Combined Election Meeting/Annual General Meeting

Election section of meeting:

1. Zone Councillor or representative is welcomed to chair this section of meeting.
2. Nominations for each position are read and further nominations from floor are encouraged.

3. Successful candidates are announced- this result is ratified at the AGM section of meeting
4. The new committee takes office after the AGM
5. The new committee is congratulated, the current committee thanked, and the meeting is handed back to President and committee for AGM section of meeting:
6. Outgoing President takes chair and opens AGM
7. Minutes of previous AGM read by outgoing Secretary, signed and accepted by outgoing President, (motion that they be accepted as a true record, after corrections, if any)
8. Outgoing President presents her report
9. Outgoing Treasurer presents her report
10. Any other reports
11. Outgoing President thanks her committee, extends congratulations and best wishes to the incoming committee and invites the Zone Councillor or representative to take the chair
12. Zone Councillor or representative thanks outgoing President and committee for achievements of the previous year and reads the Code of Conduct as a reminder of the members' obligations as VIEW members. Zone Councillor or representative calls upon the incoming President, together with members of the incoming committee, to come forward for the presentation of their badges.
13. Zone Councillor or representative asks the new committee to repeat the Club Committee Pledge. "I accept this badge of office and pledge to extend friendship and loyalty to my Club and promote the interests of VIEW with honesty, good spirit and compassion."
14. Zone Councillor or representative invites the new President to accept the chair. The Zone Councillor or representative congratulates the new committee members, thanks the current committee, and hands the meeting back to the new president and her committee.
15. New President takes the chair and closes AGM.
16. President thanks the Zone Councillor or representative and continues with the business of the monthly meeting
17. President then closes the meeting
18. Secretary with the Zone Councillor/representative updates the committee list provided by National Office*: One each for National Office, Club Secretary, National Councillor/Advisor and Zone Councillor.

A list of Presidents, Delegates and Secretaries (PDS) of the Clubs within a Zone is prepared by the Zone Councillor following the elections. The list is shared amongst the Club Secretaries - this helps create cohesion and assists with invitations for functions, etc.

The new committee members take office after the AGM.

Ensure the committee members receive an email copy of the position guidelines and club handbook.

* A Club Committee List is provided to National Office by 28 February of each year. It should be completed by the Secretary and Zone Councillor/Representative. Additions/Changes can be made for late nominations to committee at a later date by completing a "Changes to Club Details" form.

Vacation of Office of a Club Committee Member

The position of a Club Committee Member becomes vacant if she-

- is not financial; or
- is employed by The Smith Family; or
- is directly or indirectly involved in any contract with VIEW or The Smith Family that compromises the integrity of VIEW, The Smith Family or herself; or
- fails to get leave of absence for more than two (2) consecutive meetings; or
- resigns; or
- is removed from office; or
- is suspended or expelled as a member.

In the case of a casual vacancy at Club committee level, the committee may appoint another member to hold office until the next Club election.

REMOVAL OF A MEMBER FROM A CLUB OR CLUB COMMITTEE

A Club committee member may be removed, suspended or expelled before the expiration of the relevant member's term of membership or term of committee office.

REMOVAL AND RIGHT OF APPEAL BY A CLUB MEMBER

The removal, suspension and expulsion of a Club member and her right of appeal is dealt with in the grievance and dispute process.

The Conflict/Dispute Resolution Guide has been distributed to Councillors and Clubs and this document should be consulted prior to taking any action. See section Grievances and Disputes p. 30.

CLUB MONTHLY MEETING

The Club meeting is in a format that suits members' needs. The President and the Secretary work together to set the agenda for each Club meeting. The agenda includes:

- President calls the meeting to order
- Optional not compulsory VIEW Pledge
- President welcomes members and visitors, guest speaker and official guest/s, and notes apologies
- Minutes of the previous meeting (motion that they be accepted as a true record of the meeting, after corrections, if any) to be accepted and signed by President (Secretary/President)
- Information received by Secretary from National Office of upcoming events. All members need to be made aware of memorandums addressed to all members/clubs
- Correspondence incoming and outgoing: (In be received and out be endorsed)
- Committee members present their reports
- Suggestions from Committee discussed with members (voting completed if required)
- Meal or refreshments
- President or her nominee introduces the guest speaker
- Nominated member gives a vote of thanks to the guest speaker
- President closes the meeting

National/Zone Councillor and Advisor speaking at Club Meeting

The National and/or Zone Councillor/Advisor will contact the President/Secretary prior to attending any Club meeting to ensure that there is adequate time (10-15 minutes or more) set aside in the program for them to speak. There is a reason for a Club visit, and that is to share relevant information with all members. This may include National VIEW Clubs news, upcoming national events, links and recent news from The Smith Family, the next VIEW National Convention and/or sharing other VIEW Club information; increasing membership and new Club development.

Sharing of Area and Zone News - Information about Area events (such as Area Gala function), or any other Zone events (such as Zone Conferences), future social or special events; local news, VIEW achievements in the community, which help build that spirit of friendship across the Zone, encourage inter-Club visits and local news.

Abridged Meetings

An abridged meeting is suitable for Club birthday or Christmas meetings only. So that the meeting can proceed quickly to the 'main reason' for the meeting, a shortened agenda could be:

- Welcome
- Apologies (Secretary)
- Minutes of the previous meeting passed and seconded -
- Correspondence - distil to quick mention of any important dates such as Zone, Area or National functions, but otherwise dealt with as read and tabled
- Business Arising from previous meeting - only immediate business that cannot wait until the following meeting
- Treasurer's Report - only debit and credit balances and accounts for payment are presented, table report for members to see
- Delegate's Report - the Delegate should report as usual and if your guest is a member of National Council or a Zone Councillor/Advisor, they may also have information to add.
- Program Officer - reminder for forthcoming events
- Meal served
- Entertainment

- President announces next meeting date and closes the meeting.

Quorum for a Club General Meeting

Items of business are not to be transacted at a Club General Meeting, unless a quorum of Club members is present to vote and that quorum remains for the duration of the meeting.

A quorum for Club General Meetings is either 20% of the total number of Club members or five (5) Club members, whichever is the greater. At least three (3) Club Committee Members must be present, one of whom should be the Club President, Secretary or Treasurer.

If within half an hour after the appointed time for the commencement of a Club General Meeting a quorum is not present, the meeting, if convened on the requisition of Club members, is to be dissolved; and in any other case is to be adjourned to such other date, place and time as determined by those Club members present and of which notice is given to all Club members and National Office through the Zone Councillor.

NOTICE AND CONDUCT OF AN ADJOURNED CLUB GENERAL MEETING

If at an adjourned Club General Meeting a quorum is not present within half an hour after the time appointed for the commencement of the meeting, the Club members present constitute a quorum.

The Chairperson of a Club General Meeting at which a quorum is present may, with the consent of the majority of Club members present at the meeting, adjourn the meeting. No business is to be transacted at an adjourned meeting other than the business left unfinished at the meeting at which the adjournment took place.

Where a Club General Meeting is adjourned for one (1) month or more, the Club Secretary must give written or oral notice of the adjourned meeting to each Club member. The notice must state the date, time and place of the adjourned Club General Meeting and the nature of the business to be transacted at the meeting.

APPOINTMENT OF A CHAIRPERSON AT THE CLUB MEETING

The Club President, or in the Club President's absence the Club Vice President, or in their absence the Club Delegate, is to act as Chairperson at the Club Meeting (whether a Club General Meeting or a Club Committee Meeting).

ABSENCE OF THE CHAIRPERSON AT A CLUB MEETING

If the Club President, the Club Vice President and the Club Delegate are absent or unwilling to take the chair at a Club meeting, the Club members present must elect one (1) of their number (preferably a Committee Member) to act as Chairperson at the meeting.

QUESTIONS DECIDED BY MAJORITY AT A CLUB GENERAL MEETING

If a matter is raised at a Club General Meeting each Club member has one (1) vote only. A motion is taken to be carried if a majority of the votes cast on the motion is in favour of it.

VOTING AND APPOINTMENT OF PROXIES FOR A CLUB GENERAL MEETING

Each Club member is entitled to either vote in person or appoint another member of her Club as proxy by written notice given to the Club Secretary no later than twenty-four (24) hours before the time of the Club General Meeting for which the proxy is appointed.

CHAIRPERSON'S CASTING VOTE AT A CLUB GENERAL MEETING

In the case of an equality of votes on a matter raised at a Club General Meeting, the Chairperson will exercise a second or casting vote and where possible, maintain the Status Quo.

VOTING RESTRICTION AT A CLUB GENERAL MEETING

A Club member or proxy must be a financial Member of VIEW in order to vote at her Club General Meeting.

DECLARATION OF RESULTS AT A CLUB GENERAL MEETING

A matter requiring decision arising at a Club General Meeting is to be determined on a show of hands unless a poll is demanded as set out below and is not withdrawn. A declaration by the Chairperson that a motion has, on a show of hands, been lost or carried, carried unanimously or carried by a particular majority and an entry to that effect in the Club Minutes, is conclusive evidence of the fact. Neither the

Chairperson nor the Minutes need state the number or proportion, or the votes recorded in favour of or against the motion.

DEMANDING A POLL AT A CLUB GENERAL MEETING

At a Club General Meeting a poll may be demanded by at least five (5) Club members present in person or represented by proxy as delegated in writing.

CONDUCTING A POLL AT A CLUB GENERAL MEETING

Where a poll is demanded at a Club General Meeting, the poll must be taken:

- immediately in the case of a poll which relates to the election of the Chairperson of the meeting or to the question of an adjournment; or
- in any other case, in the manner and at the time before the close of the meeting that the Chairperson directs.

Two (2) non-voting scrutineers are appointed in agreement with the membership.

The resolution of the poll on the matter is taken to be the resolution of the Club General Meeting on that matter.

SPECIAL RESOLUTION AT A CLUB GENERAL MEETING

A Special Resolution of the Club is a resolution passed by a majority which comprises at least three quarters (75%) of the total Club membership who are entitled to vote in person or by proxy at a Club General Meeting.

EXTRAORDINARY MEETINGS

Requisition for an Extraordinary General Meeting

The written requisition for an Extraordinary General Meeting:

- must state the purpose of the meeting
- must be signed by the members making the requisition
- must be lodged with National Office and National Councillor/Advisor through the Zone Councillor
- may consist of several documents in a similar form each signed by one (1) or more of the members making the requisition.

Conducting an Extraordinary General Meeting

An Extraordinary General Meeting must be convened at either Club, Zone, Area or National level by the National Council if the National President receives a written requisition of at least 10% of membership registered at the relevant Club, Zone, Area or National level, but in the case of a Club this number can be no fewer than ten (10) members. The Extraordinary General Meeting runs in accordance with Standard Meeting Procedures and the National Executive determines the Chairperson for this meeting.

National representation at Extraordinary General Meetings must include at least one (1) Member of the National Executive (can be via Zoom), the relevant National Councillor(s)/Advisor, and, if appropriate, a Member of National Office.

National Council invites relevant member participation to debate the issue.

National Council in consultation with National Office manages the final decision(s) made at any Extraordinary General Meetings.

SELLING GOODS AT MEETINGS

Except for VIEW merchandise, and items on trading tables, sale of goods during VIEW meetings is not permitted. Should a guest speaker or other visitor wish to sell their material e.g. books, CDs, this may take place after the meeting has been officially closed.

This avoids members feeling 'obliged' to make a purchase. Many speakers or entertainers are willing to contribute back to VIEW and The Smith Family, based on the sale of their goods. It is a good idea to discuss this prior to the meeting.

ATTENDANCE OF MEN AT MEETINGS

VIEW is an organisation of women, by women, and for women. Many join VIEW because it provides an opportunity for women to come together socially, to learn and grow, and to work together for a common purpose. The VIEW National Council policy states that it is inappropriate for men to attend ordinary monthly Club meetings, unless they are invited as a Guest Speaker, Entertainer or VIP. Men who are assisting speakers or entertainers are welcome. This policy also applies at VIEW National Convention, Area Gala Functions and Zone Conferences. Male partners/friends are welcome to attend specific social events that have been nominated and endorsed by a majority of Club members for this purpose.

Men participate in VIEW Clubs across a wide range of fundraising and supporting activities. VIEW has not experienced men seeking to participate in more direct roles or join as members of the organisation.

Often clubs have a “guest speaker of particular note or interest” and are able to invite men to attend. In these circumstances the Club Committee would seek endorsement from the members prior to men attending these events.

SETTING PRICES

The pricing of functions, meetings or outings needs to be established in consultation with not only the Club committee, but with the Club membership. This will ensure that the price is within the reach of Club members. When setting the price for the function, meeting or outing, the organiser should ensure that the price of any breakfast/lunch/dinner or event includes all costs. This includes, but is not limited to, meals, room hire, entertainment/guest speakers, complimentary guests, and a contribution to The Smith Family.

We encourage clubs to use our event planning tools. For more information on Event planning please refer to VIEW Event Planning Guidelines and Tools available at view.org.au/resources/organisational-information/.

CLUB CLOSURES

The decision to close a Club must come from the Club membership, in consultation with the National Executive, National/Zone Councillors/Advisors.

It is not the Club President's decision. It is not a Club Committee decision.

If a Club experiencing difficulties feels they cannot continue despite flexible structure options, Club closure may be unavoidable.

When a Club is unable to function under any of the flexible structure options, it is imperative that a meeting is scheduled to discuss the future of the Club. Every effort should be made to contact as many financial members of the Club as possible and make them aware of the date and time of that meeting and the importance of the discussion. If, at that meeting, a decision is made to close, a motion for closure should be moved and seconded from the floor and passed by a majority of the members present. The meeting to discuss closure of the Club must be minuted.

When a Club closes it is important that the National and Zone Councillor/Advisor give the Club maximum support through the transition period and assist members who are keen to remain in VIEW to find another suitable Club. On closure, a final list of financial members should be prepared by the Club Treasurer to ensure members wishing to transfer to another Club can do so without difficulty.

Clubs are encouraged to mark their closure with a day of celebration as acknowledgment of the many years of friendship they have shared, and recognition of the valuable support they have given to The Smith Family. It is appropriate that the National/Zone Councillor/Advisor for the Area is invited to join the celebrations. The National Councillor/Advisor can request from VIEW National Office, a tally of the total amount donated over the years by the closing Club, for announcement on the day.

It is important that the minutes of the final meeting are recorded. It is the Club Treasurer's responsibility to make sure all outstanding accounts are settled before closing the Club bank/building society/ credit union account. Once those transactions have been cleared and interest on the account calculated, the signatories to the account are required to complete a form to close the Club's bank/ building society/credit union account and the remaining balance is sent to The Smith Family in the form of a bank cheque.

It is essential that financial records for any closed Club (including the Treasurer's records for the current year) are forwarded to National Office as soon as the Club has closed its bank/building society/credit union account. These are subject to The Smith Family annual audit as are all VIEW Club bank/building society/credit union accounts.

Following closure, the Zone or National Councillor/Advisor should collect from the Club:

- The Inaugural Minutes of the Club, all Annual General Meeting Minutes of the Club
- Club financial information for the last 7 years
- Items of historical significance such as membership history, special events, committee names, birthday highlights, Club memorabilia
- The Club charter
- Committee badges

All of the above should be returned to VIEW National Office, GPO Box 10500, SYDNEY NSW 2001.

Once the closure meeting has been held, the National Councillor/Advisor should complete the History - Club Closure History Form and return it to History Sub Committee at

<mailto:view.historymatters@gmail.com>.

GRIEVANCES AND DISPUTES

The following are procedures to handle grievances and disputes between a member and/or

- Club and/or
- another member; and/or
- another Club; and/or
- VIEW Clubs of Australia; and/or
- a Public Entity.

For more information refer to Conflict/Dispute Resolution Guide in [Appendix](#).

REGISTERING A COMPLAINT

Where the complaint concerns a member, who has:

- persistently refused or neglected to comply with a provision or provisions of these rules; and/or
- persistently and wilfully acted in a manner prejudicial to the interests of VIEW or The Smith Family.

The complaint must be in writing and directed to the level at which it can be appropriately acted upon, i.e. through Club Committee, Zone Councillor, National Councillor/Advisor and/or the National Executive.

RESOLVING GRIEVANCES AND DISPUTES

All parties involved in resolving a written or verbal grievance are encouraged to apply discretion, sensitivity and confidentiality.

It is recommended that all parties involved in a grievance or dispute meet and discuss the issues pertaining to the grievance or dispute with the aim of resolving the issues within fourteen (14) days.

Where a resolution is not found, written notification about the grievance or dispute is to be forwarded to the appropriate office bearer at Club, Zone, Area or National level. At all times provision can be made for written notification to proceed to a level above the recommended office bearer, if the parties involved in the grievance or dispute have concerns about the nominated office bearer being involved.

At the time of notification, the office bearers are obliged to act promptly to establish a process for mediation or arbitration. The relevant Zone and National Councillor/Advisor must be informed and where necessary the National Executive consulted prior to initiating any meetings with the parties concerned.

Where appointment of a local mediator cannot be agreed between the parties, the National Executive or their nominee will act as mediator.

Any member or Club participating in the mediation or arbitration process must agree to participate openly and after due process, accept the determination of the arbitrator.

The person making the determination must forward details of the dispute and the determination made to the National Manager and the National Executive as soon as practicable.

Notice to be served

On receiving a complaint, the National President, in consultation with the National Executive will:

- determine that grounds for a complaint exists; and
- if grounds do exist and cannot be resolved by negotiation, serve notice of the complaint on the member(s) concerned by email. The notice will include:
 - details of the complaint;
 - details of any rules alleged to have been breached;
 - dates and times of alleged instances;
- give the member twenty-one (21) days from the time the notice is served to make submissions to the National Executive about the complaint; and
- take into consideration any submissions made by the member about the complaint.

Any member of the National Executive involved in a dispute must not participate in the resolution process until their name is cleared.

Mediation and arbitration of disputes between members

The National Manager or other person nominated by The Smith Family may mediate between the parties referred to in these rules but does not have the power to make any binding determination unless the grievance or dispute is directly related to The Smith Family.

The National President or her nominee has the power to make a binding determination in relation to a member and Club grievance or dispute, unless the issue is directly related to The Smith Family or Members of the National Executive, when the provision as set out below applies.

MEDIATION AND ARBITRATION OF DISPUTES BETWEEN MEMBER AND/ OR VIEW AND THE SMITH FAMILY

Where a dispute is between one (1) or more members and/ or VIEW and The Smith Family, and those parties do not resolve the dispute as set out in these rules, then any party to that dispute may refer their issue to the National Executive and/or the National Manager for mediation with The Smith Family.

The Smith Family Human Resource Manager will act as, or appoint, in consultation with the National Executive, an independent mediator who will have the power to make a binding determination in relation to that dispute.

MEDIATION AND ARBITRATION OF DISPUTES BETWEEN MEMBER AND/OR VIEW AND A PUBLIC ENTITY

Where a grievance or dispute is between a Public Entity, and either;

- one (1) or more individual members; and/or
- a collective of members including Club, Zone or Area membership; and/or
- the National Council or National Executive; and/or
- the National Office;

the National Manager, National President and The Smith Family Human Resource Manager must be consulted to determine a course of action to resolve the dispute to minimise the impact on all parties.

The parties to a dispute must meet and where possible, resolve the dispute within fourteen (14) days after the dispute comes to the attention of the parties.

All parties to the dispute will mutually agree to an independent mediator in order to negotiate a mutually agreeable solution.

Discipline Procedures

Where the National Executive considers that a Club member or office bearer has:

- breached, failed, refused or neglected to comply with these rules, operating guidelines or any policy, resolution or determination of the National Council, or any duly authorised committee of the National Council; and/or
- acted in a manner prejudicial to the objects and interests of VIEW or The Smith Family; and/or
- brought VIEW or The Smith Family into disrepute,

the National Executive may commence or cause to be commenced, disciplinary proceedings against the member or Club and that member or Club will be subject to the procedures, penalties and appeal procedures.

CAUTIONARY MEETING

The National President in consultation with the National Executive may caution a member for any unintentional or incidental breaches of regulations in order for the member or the Club to rectify that breach.

SUSPENSION OR EXPULSION OF A MEMBER

The National President in consultation with the National Executive may suspend or expel a member.

The National Manager must agree that there is sufficient cause and substantial evidence proved for suspension or expulsion.

The procedures for implementing a suspension or expulsion of a member will be determined on a case by case basis in consultation with The Smith Family Human Resource Manager, so any action is consistent with agreed policies and legislation and determine the potential for damage to the reputation of VIEW or The Smith Family.

Expulsion from the membership before the completion of a term of office removes any claim by the expelled member on years of service as a member and years of service in the office held. Expulsion is a lifetime removal from VIEW.

REASONS TO BE GIVEN FOR SUSPENSION OR EXPULSION

When the National President in consultation with the National Executive, suspends or expels a member, the member must within five (5) days of the action taken, be given written notice. The notice will include the reasons for suspension or expulsion and the member's right of appeal.

EFFECTIVE DATE OF SUSPENSION OR EXPULSION

The suspension or expulsion does not take effect until the expiration of the period within which the member is entitled to appeal against the decision.

RIGHT OF APPEAL OF SUSPENSION OR EXPULSION

Within fourteen (14) days of receiving notice of suspension or expulsion, the member may notify the National President in writing that she intends to appeal the suspension or expulsion and set out the grounds for the appeal.

APPEAL BY MEMBER FOR SUSPENSION OR EXPULSION

Within seven (7) days of receipt of notice of appeal, the National President must forward that notice to The Smith Family Human Resource Manager along with a response to the notice from the National President.

The Smith Family Human Resource Manager or a person nominated by The Smith Family in consultation with the National President and all relevant parties, has the power to make a binding determination in relation to all suspensions or expulsions.

The National President will give written notice to the member regarding the outcome of her appeal.

Costs of legal advice sought by a member will be borne by that member.

RESPONSIBILITIES & GUIDELINES

PRESIDENT & VICE PRESIDENT

It is the President's role to create a harmonious relationship between members of the committee and between the committee and club members.

PRESIDE AT ALL MONTHLY MEETINGS

The President presides at all monthly and committee meetings of the club. For Club Monthly meetings see page 25.

LEAD AND MANAGE THE CLUB COMMITTEE

The President:

- Ensures that the Secretary forwards copies of minutes, including the Treasurer's report, to the National and Zone Councillor/Advisor.
- Leads and manages the club committee in a business-like manner, facilitates communication and promotes teamwork, provides guidance and mentoring to committee members.
- Displays confident, supportive leadership and demonstrates commitment to the aims and objectives of VIEW and the work of The Smith Family.
- Is conversant with the duties and responsibilities of all committee members and ensures committee members are conversant with their roles
- Promotes succession planning to encourage more members to take on a committee role

MAINTAINING A HEALTHY MEMBERSHIP

The President is responsible for creating a friendly atmosphere, displaying enthusiasm, being inclusive and encouraging members to mix and meet other members both at meetings and socially.

The Attract and Retain Guide is available to assist Clubs with maintaining their membership. For the latest version please go to view.org.au/resources/organisational-information/.

Clubs need to concentrate on building membership to remain strong, healthy and dynamic.

The following will assist Clubs to plan for a steady stream of new members:

- Invite interesting, entertaining and high-profile guest speakers – putting effort into finding great speakers will reap rewards.
- Spread the word by advertising your upcoming events in local media e.g. papers and radio. Include an invitation to readers or listeners to attend the next meeting of your Club. A follow up article about the event in the media after the event (ensuring relevant contact details are included) may also attract new members.
- Include information about your Club on the local Council's website and in the local Council's information packs for new residents/ratepayers, or with local Real Estate Agents, Doctors, Pharmacies, Library, Pre-School, Maternal and Child Health Centre (include name and contact phone number or email), where possible. An alternative digital information pack can be provided.
- Place VIEW posters advertising your next meeting or an upcoming event on notice boards in nearby shopping centres.
- Arrange letterbox drops of VIEW information with an invitation to a Club meeting.
- Circulate or email VIEW Matters magazines (ebook version) and VIEW information brochures (PDF version) amongst friends and neighbours.
- Remember, a personal invitation to attend a meeting/event from a member is one of the best methods of gaining new members.
- Contact former members and invite them back.
- Host a Mother/Daughter/Bring a friend night.
- Host a special/different function (eg Literary Luncheon) with a high-profile speaker and invite the general public.
- Send invitations to your functions to other local organisations.
- Invite your local Member of Parliament or Editor of the local paper as a guest speaker.
- Organise a Combined Service Club Dinner for all your local service organisations (e.g. Rotary,

Lions, Zonta, Quota, Business & Professional Women – BPW)

- Speak at other organisations about VIEW and the great work we do supporting The Smith Family - For a speaker information pack contact PNP Gwen Wilton (gwenwilton@bigpond.com)
- Be visible – be active in your community. People will see VIEW “in action” and want to join a Club that is “connected”, and whose members are obviously enjoying the activity.
- Hold a ‘Walk with VIEW’ and invite other women in the community to join you.
- Making a guest feel welcome is everyone’s responsibility. Give the potential new member the VIP treatment. Appoint one member to look after the guest, including introducing them to others.
- Keep the announcements short and the meeting moving at a good pace.

MAINTAINING A HEALTHY CLUB

The President is encouraged to adopt new methods and practices to benefit the club in accordance with VIEW policies.

It is important that National and Zone Councillors/Advisors recognise Clubs experiencing difficulties at an early stage and intervene and offer ongoing support. The first step to averting Club closure is to recognise difficulties in advance and explore alternative opportunities for keeping the Club active and running.

Early identification and intervention may well defuse a more advanced, irretrievable situation.

Each Club is encouraged to re-evaluate their position every two years by way of a Club member survey.

In considering the future of a Club, some of the problems which may not be immediately apparent, but could be of concern, are:

- No recent membership growth
- The advancing age of membership
- Membership numbers (declining, poor attendance)
- How actively the Club encourages and welcomes new members
- Club promotion and advertising
- Difficulty in filling committee positions, recycled committees and poor skills/knowledge of committee members
- Lack of varied and interesting programs
- Difficulties with VIEW protocol such as minutes, administration duties, guest speakers
- Suitability of venue and cost of meal
- Conflict between members or members and the committee
- Negative attitudes and lack of fun and friendship.

One of the roles of a National/Zone Councillor/Advisor is to assist any Club experiencing difficulty. Always inform both the National/Zone Councillors/Advisor of the current situation and any Club issues of concern. National/Zone Councillors/Advisor can address problems and provide options available for continued operation, such as Alternative Club Structure, etc.

Sister Clubs

In order to maintain a healthy club, Clubs may consider forming a 'Sister Club' relationship with another VIEW Club.

This relationship is more than just a social get together with other Clubs. The program is designed to encourage Clubs to regularly communicate with another Club on a one-to-one basis for their mutual support and exchange of ideas. The aims and objectives of the Sister Club program are to:

- Strengthen, stabilise and grow VIEW Clubs and the VIEW network
- Support one another by sharing fun activities, ideas, Club programs and innovative fundraising events
- Improve communication with one another and the outside community
- Share friendship and socialisation
- Help improve retention of existing members
- Support the smooth integration of new Clubs into the VIEW community
- Support Clubs that are geographically isolated or experiencing difficulties.

Some Clubs already have an established Sister Club relationship with another VIEW Club and wish to maintain that association. For those Clubs who do not have a formal alliance and would like to participate in the program, the opportunity is available and the National/Zone Councillors/Advisors encourage Club involvement.

How do we become a Sister Club?

Identify a club in a neighbouring area, your own zone or other State who may like to become your 'Sister'.

Make direct contact with that club to discuss becoming 'Sisters'. Contact details can be obtained from the website or requested from National Office.

If geographically possible arrange a visit.

Keep in touch -

- How you keep in touch with your 'Sister' is of course entirely up to you; the following pointers may be useful.
- Write to your Sister Club. Introduce yourself – exchange news about your Club, exchange ideas about your programs, club activities and news about your members.
- Share with your 'Sister Club' how your Club operates. For example - how your Club holds the interest of your members and keeps everyone coming back for more.
- "Can we meet"? 'How can we get together - Convention - Bus trip - Special Function, Zoom etc.

SECRETARY & ASSISTANT SECRETARY

It is up to the Club Secretary and Assistant Secretary to allocate the tasks between them. However, both need to be familiar with the overall position description in the event of either being absent or unable to continue in the position.

The Club Secretary ensures all information received from National Office is communicated to all members.

Check club emails regularly and collect mail weekly and especially before each Committee and Club Meetings. All mail should be delivered to the addressee as soon as possible.

CORRESPONDENCE

All outgoing correspondence should be approved by the Club committee before distribution.

Email is the preferred method of communication with National Office

(view@thesmithfamily.com.au).

Club Secretaries should ensure that National Office and the National / Zone Councillors and Advisors are advised as soon as practical of any changes to the Club email or postal address to prevent lost or returned mail.

Minutes of National Council meetings are emailed to the National/Zone Councillors/Advisors, and all Clubs. National Council Minutes are also available on view.org.au/resources/publications. Hard copies of the National Council Minutes are only distributed to those Clubs identified without computer access.

CLUB MEETING, AGENDA AND MINUTES

The Secretary is responsible for preparing the meeting Agenda (p 23) and recording the Minutes for Committee and Club meetings (including AGM which Minutes are to be ratified at the following AGM).

Minutes of Meetings

Minutes of all Meetings, including abridged meetings, are prepared by the Secretary and are a written record of the Club; **they are a record of decisions not discussions.**

Minutes of the previous meeting must be emailed to members and/or tabled and adopted at each meeting so relevant issues can be discussed. Any motion or resolution moved at a meeting must be recorded in the minutes as carried, lost or deferred.

Copies of the club meeting minutes, including the Treasurer's report, are to be forwarded (preferably by email) to the National and Zone Councillor or Advisor each month after they have been ratified by the Club.

Minutes must be signed by two people (the President and Secretary or other committee members). By keeping minutes concise, accurate and clear, discussion items from past minutes can be easily found. The best way to do this is with headings and indentations, e.g.

Program Report: Read by Sue Smith 40 members attended a Literary Luncheon at a local Community Centre and \$250 was raised through donations and raffles.

All Committee Members' reports are part of the minutes and must be attached to the Minutes and circulated to members.

The Secretary may list apologies as '35' instead of writing out 35 names. However, ensure a list of attendees and apologies is retained for future reference. For example, an addendum to minutes could list attendees and apologies by name which gives an historical record of members' attendance. It is important not to 'overlook' a member who has not attended meetings for some time.

The Secretary or relevant committee member should always confirm with the venue and the caterer the number of members attending the function. Reduce the final number by one or two to allow for unexpected absences; it is easier to add extras than pay for absent members.

PETTY CASH FLOAT

The Secretary maintains a Petty Cash Float in consultation with the Treasurer. The Treasurer is responsible for the petty cash fund and maintains copies of all receipts. (See Petty Cash and Refunds section p. [44](#)) The Secretary is provided with a petty cash float (from the Treasurer) up to the value of

\$100 which may be replenished during the year. The Petty Cash Recording form is to be used to record and track petty cash expenses.

The VIEW Petty Cash Form is available at view.org.au/resources/forms. At committee meetings the Secretary presents an itemised account of her expenses, together with receipts for her expenditure. When payment is made the recipient signs the receipts to indicate she has been reimbursed.

MAINTAIN MEMBERS' DETAILS

The Secretary maintains an accurate register of members' details and informs National Office of new memberships and changes to membership.

MEMBERS AND MEMBERSHIP

Annual Membership Subscriptions

To streamline the process, the Secretary may assist the Treasurer by preparing an alphabetical list of members that can be used to 'mark off' the person's name when the annual membership subscription is paid. It is normal for the Treasurer to hand out receipts at the following meeting.

Annual membership subscription is \$20 per member.

Members who belong to more than one Club pay an annual membership subscription to each Club to which they belong.

For any member joining VIEW, the \$40 membership fee must be sent to National Office by two separate cheques or combination of EFT and Cheque – one for \$20 annual membership subscription and the other for \$20 joining fee which includes the member's VIEW badge.

TYPES OF VIEW MEMBERSHIP—OVERVIEW

The management of membership is a combined role between Secretary and Treasurer.

New member joining VIEW

When a new member joins VIEW, both a joining fee and an annual membership subscription is paid; the Club receipt is issued for the total amount. A new member is a woman who has never been a member of VIEW or a woman who is re-joining VIEW after a lapse of more than twelve months membership. The annual membership is the same regardless of which month a member joins (i.e. no pro-rata payments).

The fee is \$20 i.e., a new member will pay a total of \$40 (\$20 joining fee + \$20 annual membership subscription) for the year.

The joining fee paid by a new member is banked in the Club's bank account and forwarded to National Office with the "Application for Membership" Form available on the VIEW website, (view.org.au/resources/forms). Upon receipt of the Application for Membership Form, VIEW National Office will order the new member's name badge which will be sent to the club together with a Welcome to VIEW booklet to be presented to the member. Please note: the production of new or replacement name badges takes up to four weeks and may take up to two months.

The joining fee is written in the "Member Subs and/or Joining Fee" column on the Income page of the Cashbook.

Second Club Member

When a fully paid-up member of one VIEW Club chooses to join another VIEW Club, she is known as a 'second Club member'.

The Secretary of member's original club provides the member with a receipt or letter as proof of being a financial member; including the date she first joined VIEW (at her first Club).

A joining fee is not required when a member joins an additional Club. A member must pay the annual membership subscription to each Club she belongs to at the beginning of each year.

The "Changes to Member Details" form available on the VIEW website (view.org.au/resources/forms) is completed and sent to National Office for second Club members.

Unfinancial Member

An unfinancial member is a person who has allowed her VIEW membership to lapse (i.e. has not paid

her annual membership subscription for more than 12 months).

If an unfinancial member wishes to re-join VIEW she is regarded as a 'New Member' and pays the joining fee again, together with the annual membership subscription. This includes members who are re-joining their own Club after an absence of more than 12 months.

National Council has a policy that unfinancial members, or members with a broken membership record, cannot 'claim' their previous membership history in respect of membership awards nor can they 'back pay' any missed annual membership subscriptions.

NOTE: National Office is advised annually of unfinancial members when the membership list is updated.

Transferring Members

Financial members in their current Club can transfer their membership to another Club without charge. When a member transfers, previous membership history is transferred. A member who is transferring from one Club to another should be provided with information that confirms her membership status to her new Club; this may be the receipt or copy of the receipt of her annual membership subscription or a letter of introduction from the Secretary or Treasurer, which includes the member's joining date.

The "Changes to Member" form is to be completed and sent to National Office for transferring members. This form is completed by the Club to which the member is transferring.

Cessation of Membership

A member is removed from the Club and National Register of Members if she –
Is deceased (the member's Club is to advise National Office)

Resigns all Club memberships

Fails to pay any fee or other amount owing to VIEW and that failure exceeds twelve (12) months

A member removed from the National Register of Members relinquishes all rights as a member and would be required to pay all appropriate fees when re-joining.

CLUB MEMBERSHIP LIST

All members are recorded on the Club's Membership List. This is part of the Club's history and must be retained into the future.

The Secretary updates the Club's membership list annually and on an ongoing basis. To ensure that all members are registered, a copy of the Club's current membership list from the National Register is sent to all Clubs in January each year.

The Secretary or Assistant Secretary with assistance from the Treasurer reviews and corrects the membership list:

- a) Check the names, addresses, telephone numbers, email address and year of birth on the list against the current list of financial members.
- b) Put a line through the names of members who have resigned or are deceased, with a note of "R" or "D" including date.
- c) **Add any missing information** (especially **Mobile number, Email address** and **Year of birth**) or, in the case of incorrect information, change all required details.
- d) Check the joining dates that VIEW has recorded for each member. Any amendments to the joining date should be accompanied by an explanation (in the "comments" column) as to why the date has been changed.

Sometimes this may require investigation with other Clubs to which the member has previously belonged to determine whether the joining date is accurate and the membership has been continuous.

- e) **Return the Club Membership List to National Office by 31 March.** If a Club member who has transferred to your Club has been omitted from the list, attach a green "Changes to Database" form; do not write their names on the membership lists. If a member is written onto the membership list for a reason that has not already been outlined here, please provide some information to explain why the name was added.

NOTE: National Office is only able to process returned, annotated lists in the format distributed. Clubs

are welcome to keep their own records in their own formats, but any membership list returned that is not the annotated list distributed from National Office will not be processed and changes unable to be made to the database.

MAINTAINING CLUB RECORDS

The Secretary is responsible for noting amendments to policies and procedures and keeping copies of current documentation on file.

To comply with statutory requirements, it is important that Club information is kept either as digital or hardcopy for the following period:

Item	Keep for
Minutes of Inaugural Meeting	Continuous
Minutes of Annual General Meetings	Continuous
All membership records	Continuous
All financial records (including receipts, cheque butts, income and expenditure statements and bank statements)	7 years
Minutes from Club and Committee monthly meetings	5 years
Correspondence (including from National Office)	Up to 12 months

The Inaugural Meeting minutes, minutes from all AGMs and minutes from closure meetings must be kept for historical purposes; these are forwarded to National Office in the event of a Club closure. Minutes of other meetings should be kept for at least five years with important historical information transcribed (scanned document or picture in readable format) for archiving (e.g., membership history) before the minutes are destroyed. If there are any concerns about what should be kept and for how long, please contact National Office or the History Subcommittee, who may be interested in some documents for historical purposes.

NOTE: The Smith Family is presently taking steps to improve its records management practices across the organisation and this may impact how VIEW handles certain records in the future. Updated guidance will be communicated to VIEW Clubs in due course and linked to the VIEW website/intranet'

ORDERING FROM VIEW NATIONAL OFFICE

Orders for stationery and merchandise can be forwarded to National Office by email and mail. National Office staff responds to a considerable number of Club requests for new member packs, badges, stock orders, stationery, promotional and general information, etc.

Clubs are asked to consolidate their requests for these items and send one email or mail request/order to National Office per month. National Office responds to each Club's request on a monthly basis using the monthly mail out dates which are provided to all Clubs. The Treasurer and the Secretary both have a role in ordering and paying for the Club's resources.

All forms are updated each year and available on the <http://view.org.au/resources/forms/> website.

We encourage all clubs to locate these forms (and others) online, download and email to National Office view@thesmithfamily.com.au.

"Stock Order" form is used to order replacement and Club badges, VIEW Stationery and VIEW merchandise.

"Application for Membership" form is used to advise National Office of new members to your Club. This form also serves as the order form for new member badges.

"Changes to Member Details " form is used to advise National Office of changes to member details, such as transferring members, second Club members, resignation, or changes of address and/or contact details.

"Changes to Club Details" form is used to advise National Office of changes to Club Details such as email or postal address, resignation/change of committee members, venue changes, etc.

Club Secretaries are advised to keep a copy of all orders sent to National Office.

TREASURER & ASSISTANT TREASURER

The role of Treasurer is vital to the efficient functioning of the VIEW Club. The Club Treasurer and Assistant Treasurer maintain Club financial information and are responsible for managing Club funds. It is suggested that the Treasurer and Assistant Treasurer discuss the role/s and allocate the tasks between them. Both need to be familiar with the position description in the event of either being absent or unable to continue in the position.

NOTE: For more specific Treasurer resources please refer to Treasurers' Guide in [Appendix 1](#).

MANAGE CLUB FUNDS AND BANK ACCOUNT

The Club Treasurer is accountable for and manages the Club funds and Bank account.

Club Bank Account

Each VIEW Club must only have one bank account, in the name of the Club e.g. Smithtown Evening VIEW Club.

When opening a new account or changing signatories, a letter can be provided by National Office outlining the VIEW Club's affiliation with The Smith Family and exemption from providing a tax file number.

All payments must be authorised by two registered signatories with one (1) being the Club Treasurer. At least three co-signatories are required for the bank account so that if one of the signatories is absent, outstanding accounts and invoices can still be paid. These co-signatories must be VIEW members, although do not necessarily need to hold committee positions. Consider travelling distance when deciding on suitable signatories.

It is recommended that the Club arranges with the bank to have bank statements issued monthly on the last day of the month. This simplifies the Treasurer's job of preparing the monthly accounts and Treasurer's Report with easier reconciliation in the VIEW Cashbook with the bank statement. Consider online banking to receive up to date reports for Club meetings as well as administering the Club's account without incurring fees.

Individual VIEW Clubs are not registered for GST and therefore do not have an ABN. VIEW Clubs are not incorporated bodies. Donations to VIEW Clubs do not attract tax deductibility. As The Smith Family is the registered identity, only donations to The Smith Family attract tax deductibility. Receipts for donations are issued by The Smith Family.

All funds collected must be banked in the Club bank account.

COLLECTION AND DEPOSITING OF ALL FUNDS INTO CLUB BANK ACCOUNT

The Club Treasurer/Assistant Treasurer is responsible for collecting all Club income - joining fees and annual membership subscriptions, meal payments, raffle monies and other payments and depositing funds into the Club bank account within three working days or as soon as practicable.

MEMBERS PAYMENT OPTIONS

Direct Deposit – preferred method

It is recommended that all clubs provide members with the Direct Deposit option.

Club provides members with Club Account Name, BSB Number and Account number. Member transfers funds into the account and includes their name and payment description in the reference box.

Please note: Members must transfer their meal/function payment money into the club bank account at least three days prior to the meeting to ensure the funds have been deposited into the account by meeting/function time.

Cash

Monies raised by clubs should be handled with care and the following steps taken:

- All monies are to be counted and recorded by two people immediately after an event or as soon as practicable
- All income received must be banked into the Club bank account within three working days or as soon as practicable

- All monies should be stored in a secure location, in a closed, preferably locked drawer and not left on a desk/table.

Cheque

Cheque payments to clubs are made payable to the ...XXX VIEW Club.

Square Reader

Clubs may use “Square Reader” facility to accept donations and any payment for their VIEW activities, including meal payments, raffle tickets, annual subscriptions, purchase of merchandise, function/trip payments, and joining fees utilising tap and go cards, chip cards, Apple Pay or Google Pay.

The Square Reader has a flat fee of 1.9% included on each transaction. This fee falls onto the individual member, not the club, so members are required to pay this 1.9% transaction fee if using this payment facility. When a member pays their meals or annual subscriptions etc. by tap and go cards, chip cards, Apple Pay or Google Pay, 1.9% needs to be added to the charged amount.

For example, \$30 for meal, plus 1.9% equals .57cents fee equals total \$30.57. Annual Subscriptions \$20 plus 1.9% equals .38cents which equals \$20.38.

If clubs decide to utilise the “Square Reader” facility they need to contact National Office prior to purchasing this device.

NOTE: Specific procedures for Clubs to follow are set out in the Square Reader Guidelines available on the website. (view.org.au/resources/organisational-information/) For more resources see [Appendix 1](#).

Receipting Income

A receipt is to be issued for all monies received by cash, cheque, direct deposit or Square Reader. We encourage Club Treasurers to use “Funds received from members” template for easier reconciliation. (view.org.au/resources/organisational-information/) For more resources see [Appendix 1](#).

One receipt can be written for grouped transactions, for example:

- One receipt issued to cover direct deposits received for annual subscriptions
- One receipt issued to cover all meal monies
- Raffle monies to be receipted as a total for the day

Receipts can be recorded 'in bulk' in the Club Cashbook, using one line. i.e. those receipts that apply to the total sum deposited on that day. Please provide detailed information in “Comments” column for audit purposes.

Types of Income

CASH DONATIONS BY INDIVIDUALS

VIEW Club receipts are not valid for tax deductible donations.

Any cash donations made by an individual (i.e. a VIEW member, a member of the public or a company) through a VIEW Club is banked and recorded in the VIEW Club Cashbook. A VIEW receipt is issued and the donation forwarded to National Office with a note requesting that a tax-deductible receipt be issued to the individual if requested.

Such donations are recorded in the “Donations” column of the VIEW Cashbook, noting the name of the donor in the 'Comments' column.

ANNUAL MEMBERSHIP SUBSCRIPTION AND JOINING FEE

The Treasurer must maintain accurate membership and financial records, liaising with the Secretary. For more information read on p. [36](#) (Responsibilities and Guidelines: Secretary and Assistant Secretary).

The annual membership subscription is to be collected from each member at the Annual General Meeting (the first Club meeting of the year). Membership fees should be banked into the Club's bank account in the same manner as all other Club income and remitted to The Smith Family **by 31 March**.

All money collected for membership (including the joining fee) should be written in the 'Member Subs and/or Joining Fee' column in the cashbook and banked into the Club account. A receipt is provided to the member.

When new members join, Clubs must send joining fee as a separate cheque to National Office with a request for a new member badge, otherwise the payments cannot be processed.

The Treasurer should inform the Secretary of the names and addresses of all financial members, as well as the names of members who have not renewed their membership, approximately three months after the renewal date for annual membership. This makes allowances for sickness, family problems etc.

It is accepted practice in some Clubs to request members to pay a fee over and above their annual membership subscription, to cover administrative items such as Club newsletters or raffle prizes. Clubs should keep these charges to a minimum and be aware that this charge should only be offered as an option. As an alternative, others in the community may be willing to donate these items.

TICKET MONIES FOR EVENTS AND OUTINGS

All ticket monies must be receipted so that there is clear accountability and each transaction can be traced. Please refer to the section "Receipting Income" p. 40. The amounts should be totalled, as this will form part of the bank deposit and recorded in the "Function" column. Work together with Program Officer to confirm member and payment details.

The income should be banked into the Club's account and payment made via EFT or Club cheque.

MEMBER PURCHASES

Members wishing to purchase items from National Office are required to remit money in advance to the Club, after which the Club makes a purchase on their behalf, using the Stock Order form. This money is entered in the 'Other' column of the Club cashbook, with a notation in the 'Comments' column to indicate the nature of the purchase.

OTHER

Any bank interest received on the Club account should be recorded under "Other" column in the Club Cashbook.

PROCESSING CLUB PAYMENTS

The Treasurer must ensure all payments and accounts are authorised by the Club committee and paid in a timely manner. All items of expenditure must be approved by consensus of Club members.

Accounts should not be paid in cash – all approved expenses should be paid by EFT, BPay or cheque.

Electronic Funds Transfer (EFT)

We encourage Treasurers to use EFT for Club payments, where possible.

When Clubs process payments to The Smith Family via EFT, Clubs are required to complete VIEW EFT Transaction Form provided by National Office each year and follow the correct process to ensure the Club's transaction/s are identified and funds appropriately allocated. For more information please read EFT Information Booklet. (view.org.au/resources/organisational-information/) For more resources see [Appendix 1](#).

If you would like to know more, please contact National Office: view@thesmithfamily.com.au.

Cheque Book

The Treasurer holds the Club's cheque book and is responsible for payments of all outstanding monies, as authorised by the Club committee.

Payments should only be made after the committee has approved the expenditure, and a receipt obtained where applicable and retained.

If you need to cancel a cheque for any reason (e.g., no longer needed or you have made an error), draw a line across the face of the cheque, write 'cancelled', and fold the cheque into the cheque book, ahead of the next cheque.

When members attend another Club, Zone or Area function, a Club cheque can be written or payment made via EFT. Each member should pay the Club in advance, and if the person does not attend the function, the Club is not out of pocket.

Club Expenditure

Every item of expenditure (i.e. cheque written, EFT reference number) must be supported by an account and/or receipt marked with the item/s purchased, by whom and the date of purchase.

The cheque butt must be completed at the same time as the cheque is written - include the date the cheque was written, the name of the payee and the purpose for payment, i.e., 'TSF donation' or 'Joe's cafe, lunch held on 24/6.'

Keep the copy of the receipt or EFT Form (for The Smith Family payments) for all transactions paid via EFT, for Audit purposes.

TYPES OF EXPENDITURE

The following types of expenditure are usual for a Club:

- Venue/meal costs
- Club Donations to The Smith Family (see VIEW Club Donation form/EFT Transaction Form)
- *Learning for Life Sponsorship* (see VIEW Club Donation form/EFT Transaction Form)
- Petty Cash/Refunds (see Petty Cash Recording Form)

NOTE: Ensure that VIEW Club Donation Form/EFT Transaction Form is for the current year.

Funds Management for a Member of VIEW

As VIEW is part of The Smith Family, all VIEW Clubs funds belong to The Smith Family. VIEW Clubs, Zone Councillors, National Councillors/Advisors and National Executive must not make substantial financial commitments without first consulting with the National Manager. The National President, or any person delegated power on behalf of the National Council, is responsible for consultation with the National Manager on matters requiring a joint policy decision.

CLUB DONATIONS TO THE SMITH FAMILY

All monies received through Club activities must be banked, and any funds surplus to Club running costs must be forwarded to The Smith Family National Office at least twice yearly, at the time of the Mid-Year Appeal in June/July and in November/December for the Christmas Appeal. Clubs are not restricted to only sending in donations at these times and should send excess funds as often as possible to purchase Joysreader Gifts or support any of The Smith Family Appeals, including Toy & Book Appeal or give a General Donation to the Smith Family. Clubs are requested to retain **minimum funds in Club accounts** to cover current expenses.

General Donations are not tied to a specific Smith Family program but allocated by The Smith Family to a range of community programs, including support for families involved with *Learning for Life*.

Sending Payments to VIEW National Office

VIA EFT

Donations (including General Donations, annual membership subscriptions, The Smith Family Appeals and Joysreader Gifts) and *Learning for Life* sponsorships can be paid via EFT. If Club wants to use EFT for payments to The Smith Family. Club is required to follow the correct process to ensure the Club's Transactions are identified and funds appropriately allocated. For more information please read Club payments to The Smith Family via EFT. For more resources see [Appendix 1](#).

BY CHEQUE

All should be made payable to 'The Smith Family' and mailed to VIEW National Office, GPO Box 10500, Sydney NSW 2001.

Please ensure that a separate cheque is forwarded for each of the following:

- Donations (including General Donations, annual membership subscriptions, The Smith Family Appeals and Joysreader Gifts)
- *Learning for Life* sponsorships
- Joining Fees
- Stock items (including service fee payments and replacement badge orders) If the cheque/s are not presented within one month please contact National Office.

Appropriate use of VIEW Club Funds

VIEW Clubs must not use Club funds to purchase items (e.g. toys) for The Smith Family. This does not preclude individuals using their own money to purchase small items to donate to The Smith Family (e.g. stationery items for packs for *Learning for Life* students).

DO

It is the practice of VIEW Clubs to **donate at least twice a year to The Smith Family** during The Smith Family appeals.

DO

Annual school award of a book or book voucher to the **value of no more than \$50** to one local school.

DO

Money raised on behalf of VIEW **MUST** be forwarded to The Smith Family through National Office.

DO

We encourage each VIEW Club **to sponsor (at least) one LfL student**. Special fundraising is optional.

DON'T

Clubs are asked **not to buy** goods such as books or toys with funds raised because The Smith Family has in place purchasing arrangements which allow them to acquire goods and services at significantly reduced prices.

DON'T

VIEW Club funds are **NOT** to be donated directly to schools and/or students in local areas other than a donation of a book award/voucher (no more than \$50) to one local school.

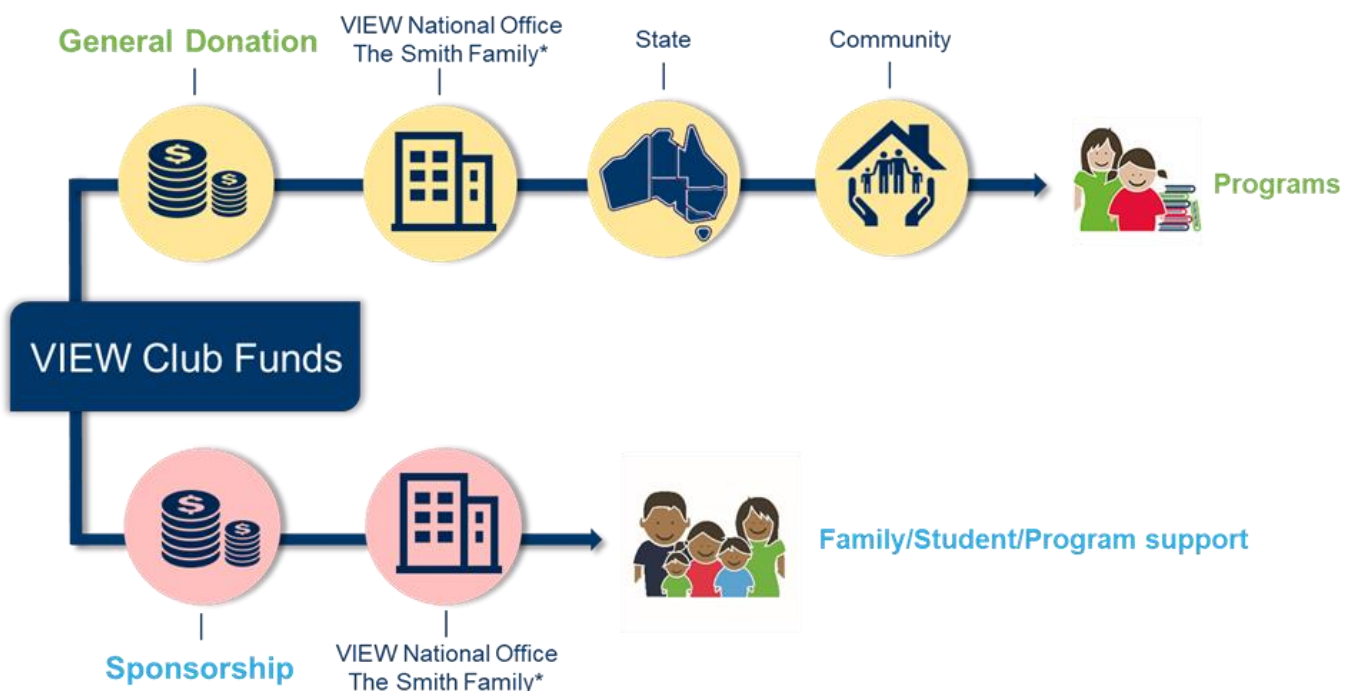
DON'T

Members **cannot** use Club funds (may use their own money) to purchase small items (stationery, etc.) to donate to their local Smith Family offices for distribution in their area.

DON'T

Club funds may not be used to purchase flowers to celebrate a members special event or in memory of a deceased member. A donation to The Smith Family in memory of a deceased member is suggested.

VIEW Club Funds Process



* The Smith Family budget allocation is based on the 'States and Territories' funding priorities. Funds are allocated to priority programs identified in The Smith Family Corporate Operating Plans to support the most effective programs for children with the highest need.

PETTY CASH AND REFUNDS

The Treasurer is responsible for the petty cash fund and retains copies of all receipts. The Petty Cash Recording form is to be used to record and track petty cash expenses. The Secretary is provided with a petty cash float up to the value of \$100 which may be replenished during the year. Petty cash is used to reimburse members for small expenses. Members should present receipts for all petty cash purchases,

which clearly show purchase and date. These receipts need to be retained for record purposes.

The VIEW Petty Cash Form is available at view.org.au/resources/forms. At committee meetings the Secretary presents an itemised account of her expenses, together with receipts for her expenditure. When payment is made the recipient signs the receipts to indicate she has been reimbursed.

The Delegate may claim back the actual expenses to attend Delegates' meetings from her Club e.g. petrol or travel, at the rate of 30 cents per kilometre.

Processing Refunds

Any monies to be refunded must be recorded in the cashbook. The refund can be processed via EFT or Club cheque to the relevant person/organisation/venue. The refund is recorded in the relevant column on the expenditure page with all details recorded in the 'Comments' column.

PAYMENTS FOR STOCK ORDERS

When a member wishes to purchase stock such as Christmas cards, pens etc. she remits the money to the Club (via cash, cheque or direct deposit to Clubs account) and the Treasurer writes a receipt for the total monies received for these items (this forms part of that day's deposit). A copy of the member's request is kept as a record.

The amounts received for stock purchases are marked in the "Others" column in the Club cashbook with a description in the 'Comments' column, e.g., 5 packs of Christmas cards, 3 pens, etc.

Monies collected from members to purchase such goods must be banked to the Club's account and a cheque drawn for purchases and sent to National Office, with the Stock Order Form.

Please note: Use current year forms as we update them January each year.

Other VIEW Orders

Occasionally VIEW Clubs are offered merchandise and services from companies who wish to support VIEW and The Smith Family and, based on the orders received, contribute part of their profit back. These items are usually ordered directly from that organisation. The arrangements are always offered with no obligation for VIEW members to participate. This year we are continuing Community Partnerships as a way of raising awareness of VIEW in the community and the work that VIEW Clubs and members do e.g. Blue Illusion, Black Pepper, Petals, Lismore Embroidery (VIEW T-shirts, polo shirts and Hoodies).

PREPARE AND PRESENT TREASURER'S REPORT/S

The Treasurer prepares and presents a detailed Treasurer's report at the following meetings:

Club and Committee meetings

The Treasurer reports on Club finances includes monthly income and expenditure statement and any other financial matters. The report should include dates, cheque numbers, payees, purpose, amounts and a detailed balance e.g. \$... held for *LfL*, \$... held for functions, leaving a working balance of \$...

The Treasurer's report is to be signed by two people and minuted.

Abridged Meetings

The Treasurer reports only debit and credit balances and accounts for payment are presented, table report for members to see.

Annual General Meeting (AGM)

Outgoing Treasurer's report includes Club financial report for the calendar year 1st January to 31st December.

KEEPING ACCURATE FINANCIAL RECORDS

To comply with statutory requirements, it is important that Club financial records (including receipts, cheque butts, income and expenditure statements and bank statements) are **kept either as digital or hardcopy for 7 years**.

The Treasurer must keep accurate accounts of all monies received and expended by maintaining an accurate VIEW Cashbook (paper or electronic). The Treasurer reconciles the VIEW Cashbook on

monthly basis, keeps all Bank Statements and all financial documents including cheque butts, receipts, deposit butts, petty cash etc. for the calendar year.

Please follow [VIEW Cashbook and Annual Audit Guidelines](#). For more resources see [Appendix 1](#).

VIEW Cashbook

The VIEW Club Cashbook is provided to record all of the Club's financial transactions and should accurately reflect the Club's bank account reconciliation. It records income and expenditure and must be maintained with appropriate supporting documentation such as invoices, receipts, petty cash form, cheque book butts, etc.

Each Club maintains a VIEW Cashbook. National Office provides Clubs with either an electronic cashbook or one printed in pad form. Clubs must complete all details in the VIEW Cashbook according to the VIEW Club Cashbook and Annual Audit Guidelines. This will ensure that the Income and Expenditure Statement is complete and reconciles with the bank statement as at 31 December each year.

Treasurers are encouraged to use the VIEW Electronic Cashbook where possible as it has built in checking mechanisms. It is easy to use and requires basic computer knowledge. The Electronic Cashbook Guide is available at view.org.au/resources/organisational-information/. For more resources see [Appendix 1](#).

RECORDING TRANSACTIONS IN VIEW CASHBOOK

Only the columns already printed in the cashbook should be used; do not insert any additional columns. All income and expenditure for the year must be recorded in the cashbook and clearly show the sums banked.

Meals - Meal income and expenditure for the Club's monthly meetings. Venue accounts should not be paid without an invoice, and if a deposit is paid, ensure that a receipt is issued. This payment should be recorded in the 'Meals' column on the expenditure page. Record the total income received from members for their meal in the 'Meals' column on the income page.

Functions - For special functions outside the monthly meeting, such as morning tea or outings. Function accounts should not be paid without an invoice, and if a deposit is paid, ensure that a receipt is issued. Payments should be recorded on the expenditure page. Record the total income received from members on the income page.

Raffle Income - Write a receipt for the total of raffle monies banked in any one bank deposit and record this sum in the 'Raffles' column on the income page.

Raffle Expenditure - If any item is purchased for a raffle prize, an invoice should be presented to the Club committee for approval and then payment or reimbursement. The payment is to be written in the 'Raffles' column on the expenditure page.

Annual Subscription Fees and/or Joining Fee - The Club's income from members for the annual membership subscription or for payment of the one-off joining fee.

Donations Income –Donations made to the Club by VIEW members, community or businesses in this column.

Donations to The Smith Family - all donations (general donation, annual subscriptions, appeals and Joyspreader gifts) to The Smith Family are recorded in the 'Donations' column on the expenditure page. This amount is drawn from the Club's bank account and is surplus to the Club's needs.

Learning for Life sponsorships - the Club's sponsorship of *Learning for Life* students.

Other - all other income or expenditure that is not covered elsewhere. For example, income and expenditure relating to stock/merchandise items purchased from National Office, bank interest or other Club running cost expenses. Always specify the transaction description entered against the line in the 'Comments' column.

Comments - Any message relating to a line in the cashbook can be written in the 'Comments' column. This may include clarifying the type of donations (e.g., *Learning for Life*) or itemising stock purchases (e.g. 3 blue pens).

Club financial records should be strictly maintained. It is best to maintain the books progressively

ANNUAL AUDIT PROCESS

The Club Treasurer must submit the VIEW Club Cashbook together with all financial documents for annual audit and respond to any audit queries from VIEW National Office.

The purpose of the VIEW audit process is to provide an objective independent examination of VIEW Clubs of Australia financial records for inclusion in the Annual Financial Statements of The Smith Family.

Each Club VIEW Cashbook (electronic or hard copy), together with the monthly bank statements and all supporting documentation such as invoices and receipts are audited by The Smith Family finance team at the beginning of each year and reviewed by their external auditor. The same procedure applies to the financial books of all National and Zone Councillors. National Office sends every Club a "Cashbook request for audit" letter each year in January to remind clubs to prepare financial documents for audit.

After receiving the final bank statement as at 31 December, the Treasurer completes the Income and Expenditure statement for the year. Once completed, the VIEW Cashbook, together with the monthly bank statements, invoices, receipts, cheque butts other supporting documents are forwarded by Express or Registered Post to VIEW National Office, GPO Box 10500, Sydney, NSW 2001 for audit.

The Electronic Cashbook is emailed to National Office view@thesmithfamily.com.au and all supporting documentation is mailed as above.

Please Note: If the December Bank Statement is not provided, the auditor will not be able to reconcile the Club Cashbook and finalise the Club's audit.

A Photocopy of the December Bank Statement should be kept by the Club Treasurer, enabling her to prepare the Treasurer's paperwork into the New Year.

If assistance is required in connection with this process, advice can be sought from the Zone Councillor or an 'outside' source, such as the local Service Club Bookkeeper or Accountant.

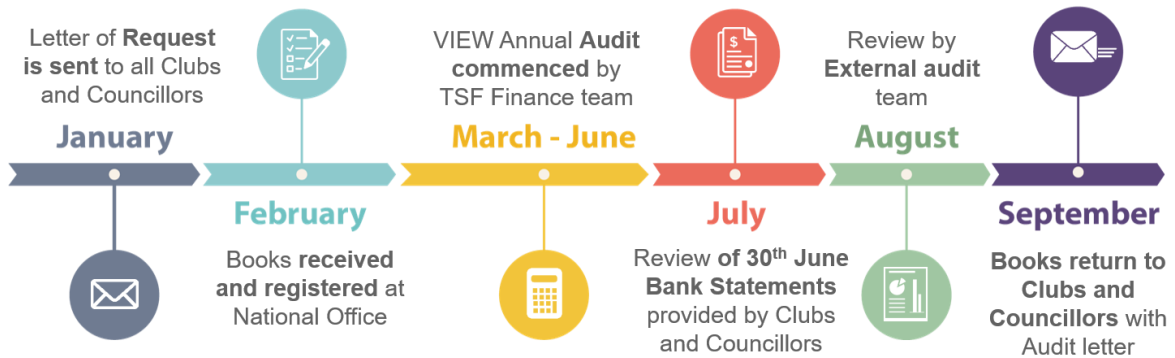
AUDIT CHECK LIST FOR SUBMISSION TO NATIONAL OFFICE

- VIEW Cashbook (hard copy)
- VIEW Electronic Cashbook - email Excel file to view@thesmithfamily.com.au
- Completed and reconciled Income and Expenditure Statement
- Bank Statements from 01 January to 31 December.
- All donation receipts from The Smith Family
- All Tax Invoices
- Deposit books (butts only)
- Cheque Books (butts only)
- VIEW Receipt books (butts only)
- Petty Cash Recording Form together with receipts/invoices
- Any other supporting documents

If a Club is unable to send financial books by the due date, the Treasurer is to submit a "Late Notification Form" by the end of February informing National Office of the reasons for the delay and the expected date for return of Club financial books so the Auditors can be advised.

AUDIT TIMELINE

Club books are processed in order of receipt; however, it may take up to 9 months for the audited books to be returned to the Club Treasurer.

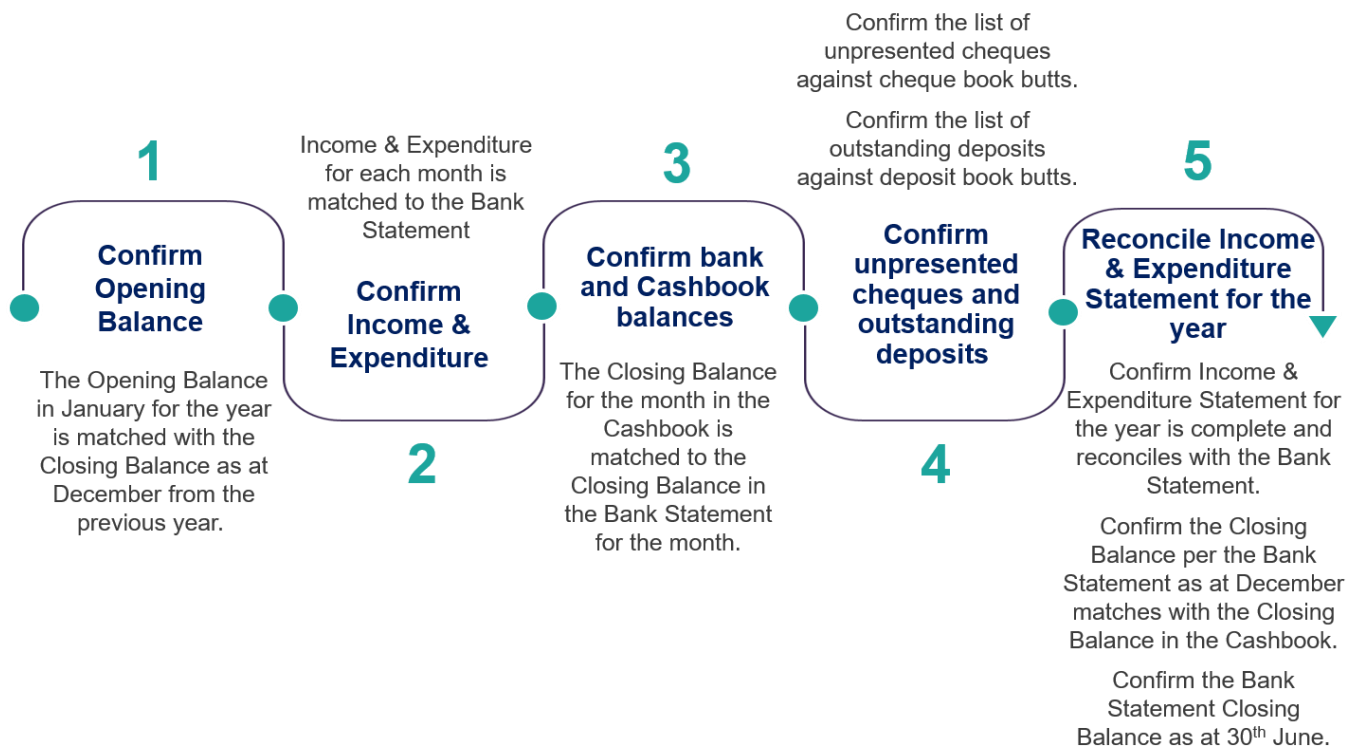


After the audit of Clubs financial documents, National Office will return all documents to the Club address together with the letter addressed to the Club's Treasurer confirming that the books have been audited. If the books don't meet requirements the recommendations will be advised.

EACH CLUB TO PROVIDE ITS BANK STATEMENT AS AT 30TH JUNE

As part of the audit for the period ending 30 June, auditors request that each VIEW Club provides a copy of their bank statement for 30 June each year in order to satisfy The Smith Family financial reporting obligations. VIEW Clubs will be requested to provide a copy of their bank statement as at 30th June by the first Friday of July each year.

VIEW CASHBOOK RECONCILIATION PROCESS DURING AUDIT



DELEGATE

The Club Delegate plays a pivotal role in the two-way chain of communication between the Club and the Zone, ensuring communication of important news and information to club members. Delegates promote and encourage member participation in Zone, Area and National functions, and support new club development.

Delegates work cooperatively with the President and committee members.

PROVIDE MONTHLY DELEGATE REPORT

Provide a comprehensive summary of information to committee and members at the Club's monthly meeting. For more information about Club Meetings refer to page [21](#).

Provide a Delegate's report informing the club members of:

- all news and matters from National Council meeting minutes
- any new policies and procedures
- VIEW and/or The Smith Family updates and information – eg Volunteering opportunities, Smith Family Research, Real People Real Stories, Family news and the annual report
- information about upcoming National Events

PARTICIPATE IN DELEGATES' MEETINGS

The Club Delegate attends and participates in Face-to-Face/Zoom/teleconference meetings with the Zone Councillor and other Delegates. If a Delegate is unable to participate in a teleconference or meeting, a club representative, usually the President or Vice President, should attend.

The Zone Councillor convenes at least three Delegates' meetings per year, at convenient dates approximately four weeks after each National Council meeting. A schedule of dates for National Council Meetings and circulation of minutes is printed at the back of the November National Council meeting Minutes. Zone Councillors aim to have one face to face meeting at the beginning of the year to create relationships and set the parameters. Teleconferences/Zoom and emails are encouraged as the method of communication for subsequent meetings.

The two-way flow of information is crucial at these meetings. The Zone Councillor passes on relevant information from the National Councillor/Advisor to Club Delegates, and the Club Delegate shares information on Club events, activities and outings.

Delegates' meetings may include:

- Promotion of Zone and Area functions and National Events including biennial National Convention.
- Discussing special fundraising activities, local interactions, media coverage and provide a helpful and motivating source of news that the Delegate may relay to her Club.
- New initiatives in the minutes or issues being considered by National Council.
- Reminders of the required time frames for events, e.g. the audit of the Club's books of account, AGMs, forwarding of Club minutes to the National and Zone Councillor, Advisor.
- Email distribution of reports to Delegates. Trip/outing lists to pass on to smaller Clubs which may have difficulties filling buses due to quotas etc and may join larger groups.
- Planning for inter-Club functions as well as individual events such as Club birthdays and Christmas celebrations and any innovative ideas for other functions.
- Reminding clubs to undertake the Club member survey every two years to re-evaluate their position.

PROGRAM OFFICER/S

The Program Officer organises and implements a varied program of entertaining, informative and topical events in consultation with the club committee. These may include fundraising events, activities and outings such as fashion parades, Literary Luncheons, International Women's Day events, market days etc.

Larger clubs may have two Program Officers, establish a sub-committee or appoint extra members to assist on the program committee to help with additional tasks.

ORGANISE AND IMPLEMENT A VARIED PROGRAM

It is not necessary to organise an event/outing/function every month. Be conscious of costs as some events are expensive. Liaise with other Clubs and share ideas and information.

Seek new ideas, improvements and suggestions from members on an ongoing basis and gauge member satisfaction level by conducting an annual review of the program of events. We encourage Program Officers to survey Club members annually – survey available at view.org.au/resources/forms.

Work with the Publicity Officer, Club Committee and members to promote upcoming events/activities/outings via email, Club Facebook page, website – Club page (admin@view.org.au), and newspaper, where possible.

CREATING AN INTERESTING PROGRAM FOR ALL MEMBERS

Variety is the spice of life! The key to a successful program is variety and one that will educate and/or entertain.

- Ask your members for their input. Canvas ideas and suggestions ([Suggestions for Club Program Survey](#)) from members and consult with your Club Delegate, who may be able to provide ideas and suggestions from other Clubs. e.g. Walk with VIEW.
- Keep a record of all ideas and suggestions - used and unused- for future reference. Mark the functions and events that were particularly successful, and hand on the records to the new Program Officer, who then has a ready list of possibilities for next year's program.
- Begin early - plan the Club program of events six months in advance. This allows adequate preparation time and members are then well advised of upcoming features. This will also give you the opportunity to promote upcoming speakers to the local community and in local media.
- Consider the needs of members when pricing events; consult members for feedback. For more information on Event planning please refer to VIEW Event Planning Guidelines and Tools available at view.org.au/resources/organisational-information/.
- The number and size of Club functions may depend on the cooperation of Club members and the geographic location of the Club.
- Consider forming **Interest Groups** such as Book Club, Walking Group, Craft Group, Coffee Morning Group, Knit'n'Natter, Bird Watching, Movie Group, Theatre Group, Art Lovers Group etc. These should be in line with your Club's interests.

Secure interesting and varied guest speakers

It's important to secure interesting and varied guest speakers for club meetings.

Guest Speakers

- Quality guest speakers, who are interesting and vibrant, are vital to capture the attention of existing and potential Club members. The way in which a guest speaker is cared for is vital for the image of the Club and VIEW.
- From time to time, speakers from The Smith Family may be available to discuss the organisation's progress. The Zone Councillor, through her National Councillor or Advisor, will be able to advise you when this is possible.
- The Club Program Officer should ascertain who is required as a speaker and contact them well in advance of the function, advising the topic and expectations of the audience. Keep in mind that not all speakers can attend when a Club requires them. Ensure that when a Club invites a guest speaker to a meeting, a Club contact name, number or Club email address is given to the guest speaker. It should be made clear that VIEW policy does not permit a speaking fee to be offered, but reasonable travel costs may be met, if required. It is important to give clear details of the

location of the venue, the nearest cross street and parking arrangements. Indicate the expected arrival time, the length of speech required and any dress requirements, if appropriate.

- Ask if the guest speaker requires any audio/visual equipment and follow up the request with the venue, checking it can be made available at no cost. Request a short biography from the speaker so that an appropriate introduction can be made at the meeting. Ascertain whether the speaker will be alone or accompanied.
- Provide Guest Speakers with an information pack about VIEW/The Smith Family, this will help the speaker adapt their presentation to the audience. The pack can include VIEW Matters Magazine, VIEW Brochure and The Smith Family Snapshot. (this information is available in digital format and can be sent via email).
- Before the meeting, assist in setting up equipment and ensure that it is working. Have a glass of water available.
- National Office does not distribute a list of guest speakers. However, from time-to-time National Office is contacted by speakers interested in speaking to VIEW Clubs. This information is forwarded on to the relevant National Councillor/Advisor for distribution.
- Appropriate protocol should be followed ensuring that the current National President, National Vice Presidents, National Councillor/Advisor, Zone Councillors, etc. are introduced before Past Senior Officers and any other guests. If Members of Parliament are attending, they should be introduced before National Executive etc.
- When introducing a guest speaker include their name and organisation, where relevant, and a brief summary of their background as it relates to the topic they are speaking about.
- Thanking the Guest Speaker. There is no need to give a gift, a thank you card is sufficient as their meal has already been paid for by the Club. If a gift is needed, Clubs are encouraged to use VIEW Merchandise, provide the guest speaker with a current VIEW Matters magazine and ask them to promote VIEW in the community.
- A member should follow up with the guest speaker after the event, including emailing links to VIEW Matters magazine, website, Facebook (VIEW and Club's). Informing them of any upcoming VIEW Club events they may like to promote to others

Pictures/publicise – We encourage the Program Officer/s to work with the Publicity Officer to ensure that photos and report/s on guest speakers are placed on its Club Webpage/Facebook, and submitted to VIEW Matters magazine and/or local media. Please ensure that you obtain consent to use a guest speaker's photo. For VIEW Media Permission form see page [52](#).

RECORD AND TRACK ALL REGISTRATIONS AND PAYMENTS

The Program Officer should record and track all registrations and payments for events/activities/outings other than monthly club meetings and work with Club Treasurer to collect money from members and guests for the events/activities/outings.

All payments should be recorded. Cash should be handed to the Treasurer for banking.

Collecting Registration for an Event

To streamline the booking process, many Clubs ask members to record their interest or intention to attend in a 'Function Book' (which is circulated to all members at the Club meeting).

Insurance for an Event

The Smith Family/VIEW maintains Public Liability insurance for events conducted by VIEW Clubs, subject always to the full terms, conditions and exclusions of the policies. Each year, the insurer is updated with information about the range of VIEW activities involving members - e.g. breakfast/lunch/dinner, bus trips/outings, craft days, picnics etc. When undertaking an outing or activity which falls outside the regular activities of VIEW, the Club Secretary must advise National Office in writing at least one month before the event. When booking venues and companies for Club events, venues and providers should be asked to provide a copy of their Public Liability Insurance "Certificate of Currency". This document gives assurance that they too are adequately covered in the event of a public liability claim.

Details of the insurances maintained by The Smith Family/VIEW can be found in the Insurance section of this handbook on Page [14](#).

PUBLICITY OFFICER

The Publicity Officer plays a significant role in profiling and promoting their club within the local community, increasing awareness of VIEW and strengthening public interest to attract prospective members and other community organisation support.

Promoting VIEW Clubs is an important role for all VIEW Club members. The more we spread the word about the great work that VIEW is doing in the community, the more impact we will have and the more rewards we will reap such as:

- Interest from new members
- Support from potential guest speakers
- Interested community support for Smith Family programs eg sponsoring *Learning for Life* students
- People interested in volunteering for The Smith Family
- Increased community support for our fundraising initiatives
- Increased interest in our work from other women's and community groups, as well as government bodies.

PROMOTE VIEW IN THE COMMUNITY

The Publicity Officer drives the increase in community awareness around the fact that VIEW clubs support The Smith Family and make a difference to the lives of disadvantaged Australian children.

There are many channels to promote VIEW and The Smith Family in the community. Promoting VIEW Clubs informs the public that VIEW is a valued part of The Smith Family exclusively supporting the education of disadvantaged Australian children and young people.

Always use up to date information about VIEW and The Smith Family which can be found on VIEW Website view.org.au or latest [Smith Family Annual Report](#).

If you are including statistics or information about VIEW and The Smith Family check with your Zone/National Councillor/Advisor or Executive Mentor.

The Publicity Officer is responsible for communicating [VIEW Key Messages](#) (view.org.au/resources/organisational-information/) and information by publicising club's activities through a variety of local community, regional media and social media (newspaper and online articles and community radio). This could also include a club newsletter for members.

Another way to promote VIEW in the community is by placing VIEW posters on Notice Boards (eg Supermarket or Council), online community notice boards etc. include Club contact details

It's important to ensure your club website page is up to date and correct. If you require any updates or additions please contact Website Working Group at admin@view.org.au.

Photo Media Consent

Ensure that all members have signed a Media Permission form to be used for any media events associated with VIEW and The Smith Family. The VIEW Media Permission form is available at view.org.au/resources/forms.

This applies to all media types – especially Social Media.

Any students attending/participating in any VIEW events need to complete a Smith Family Media Consent Form. This should be completed by The Smith Family and confirmed prior to the event.

Publicity about The Smith Family

The Publicity Officer is encouraged to promote VIEW as a valued part of The Smith Family. VIEW key messages are available on the website (view.org.au/resources/organisational-information/) and The Smith Family key messages are available on request from National Office (view@thesmithfamily.com.au). The Smith Family Annual Report is a valuable resource for information about The Smith Family's work. (thesmithfamily.com.au)

When considering potential approaches to metropolitan media or major daily media outlets (such as The Melbourne Age, the Sydney Morning Herald or the Australian), TV or mainstream radio, contact National Office (view@thesmithfamily.com.au) and they will provide assistance or put you in contact with a Smith

Family Media Advisor.

Newspaper Articles and Community Radio

These two important mediums can be used to advertise upcoming Club meetings, to inform the reader or listener about your VIEW Club activities or to promote volunteering or fundraising activities.

Remember to promote your event/activity prior to the event and/or after the event.

Below are helpful hints:

- It is important to use the latest VIEW Key Messages, available on the VIEW website (view.org.au/resources/organisational-information/) or on request from National Office. (It is preferable that the key messages appear towards the beginning of your article rather than at the end.
- Make the article interesting and appealing.
- Include an invitation to the readers or listeners to attend the next meeting of your Club.
- Include your Club's contact details as well as an appropriate photo (1 MB or more)
- Aim to develop a relationship with a reporter, contact the editor of your local paper and ask the name of the reporter who deals with articles written by not for profit organisations. Invite them to be a guest speaker at one of your Club's meetings. Send them a link to the latest edition of "VIEW Matters" magazine so that they will appreciate what VIEW is all about. This also applies to Community Radio.
- Newspapers prefer to communicate by email.
- Inform club members of any media coverage the club has received.
- Customise Media Releases from National Office to club's events and activities and forward to local or regional media outlets.
- Where possible, publicise your Club events – working with the Program Officer to ensure that photos are taken at all Club Events and Activities

National Office Media Releases

The media releases are a very important tool. They are professionally written by The Smith Family media and communications team and are enthusiastically received by the local papers.

Media Releases are sent from National Office before national VIEW events e.g. International Women's Day, National Convention, Anti-Poverty Week, The Smith Family Winter and Christmas Appeals and National Volunteer Week.

The media releases are emailed to National Councillors, Zone Councillors, Advisors and all Clubs. National/Zone Councillors/Advisors should encourage their Clubs to utilise them so the important message can be spread to as wide an audience as possible.

PROMOTE ALL CLUB'S ACTIVITIES THROUGH SOCIAL MEDIA

Facebook/Instagram

Social media is another way to promote VIEW. All Clubs are encouraged to set up and maintain their Club's Facebook page and promote their activities through social media, which enables members of the public to see/hear what VIEW Club activities are happening in their own areas.

Members are encouraged to use Facebook etc. to talk about what you and your Club are doing and how much you enjoy being a member of VIEW.

VIEW Clubs of Australia also has a national [Facebook](#) page and members are invited to "like" the page.

Members are reminded that they need to comply with The Smith Family Social Media and Blogging Policy and Guidelines which are available through National Office (view@thesmithfamily.com.au).

VIEW Website (view.org.au)

Clubs are encouraged to keep their individual Club web page up to date – venue, meeting days and times, contact name, phone number and club email, news and events. Any changes to Club pages should be emailed to the Website Working Group admin@view.org.au.

APPENDIX

AVAILABLE RESOURCES

Resources	Where to find...
VIEW	
Monthly Mailout	http://view.org.au/resources/mailouts/
Privacy Policy	
Food Handling Guide	
VIEW Member's Identity Style Guide	http://view.org.au/resources/organisational-information/
Data Breach Information	
Committee Position Descriptions	
Data Breach Reporting Information Guide and Form	http://view.org.au/resources/forms/
Accident Form	
VIEW Publications	http://view.org.au/resources/publications/
Awards and Competitions	http://view.org.au/resources/awards-and-competitions/
My Smith Family portal Guide	http://view.org.au/resources/organisational-information/
VIEW National Convention	http://view.org.au/events/national-convention-2022/
The Smith Family	
My Smith Family portal	https://www.thesmithfamily.com.au/my-smith-family
The Smith Family Key Messages	Available on request (view@thesmithfamily.com.au)
The Smith Family Annual Report	https://www.thesmithfamily.com.au/about-us/finances
Real People Real Stories	https://www.thesmithfamily.com.au/stories/sponsored-students/karens-story
Research and Evaluation Reports	https://www.thesmithfamily.com.au/research/reports
Volunteering	https://www.thesmithfamily.com.au/get-involved/volunteer
President/Vice President	
Conflict/Dispute Resolution Guide	Available on request to National Office (view@thesmithfamily.com.au)
Attract and Retain a guide to Membership	http://view.org.au/resources/organisational-information/
(Attract & Retain) Membership Satisfaction Survey	
(Attract & Retain) Exit Survey	http://view.org.au/resources/forms/
Invitation to Potential Members	
Secretary/Assistant Secretary	
Application for Membership Form	
Changes to Member Details Form	
Changes to Club Details Form	
Donation Form	http://view.org.au/resources/forms/
Stock Order Form	
Annual Subscriptions Payment Form	
Petty Cash Form	

Resources	Where to find...
VIEW Merchandise	http://view.org.au/resources/merchandise/
Treasurer/Assistant Treasurer	
Treasurer's Guide	
VIEW Club Cashbook and Annual Audit guidelines	
Electronic Cashbook Guide	
Funds received from members (template)	
EFT Information Booklet	
Payment Options for Members	http://view.org.au/resources/organisational-information/
Club payments to The Smith Family via EFT	
Payments made by Club via EFT	
Square Reader Information Booklet	
Square Reader Guidelines	
Petty Cash Form	http://view.org.au/resources/forms/
Electronic Cashbook	
Club EFT Form	Individual to clubs, available on request (VIEW@thesmithfamily.com.au)
Delegate	
Delegates Report template	http://view.org.au/resources/forms/
VIEW National Minutes	http://view.org.au/resources/publications/
Program Officer	
Event Planning Guide & Tools	http://view.org.au/resources/organisational-information/
Event Notification Form (including Insurance in Residence)	
Suggestions for Club Program	http://view.org.au/resources/forms/
Event Runsheet	
Publicity	
VIEW Key messages	http://view.org.au/resources/organisational-information/
Media Permission Form	http://view.org.au/resources/forms/
Media Releases	http://view.org.au/resources/media-releases/

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To easily find information in this document we recommend using the Search function which is Ctrl + F then type in what you are looking for eg. Expenses. This word will then be highlighted throughout the document. Scroll through the document until you find the section/information you are looking for. To cease this function press the ESC button and it will return you back to the document.